

Utility Consumer Complaints 2009 Annual Report

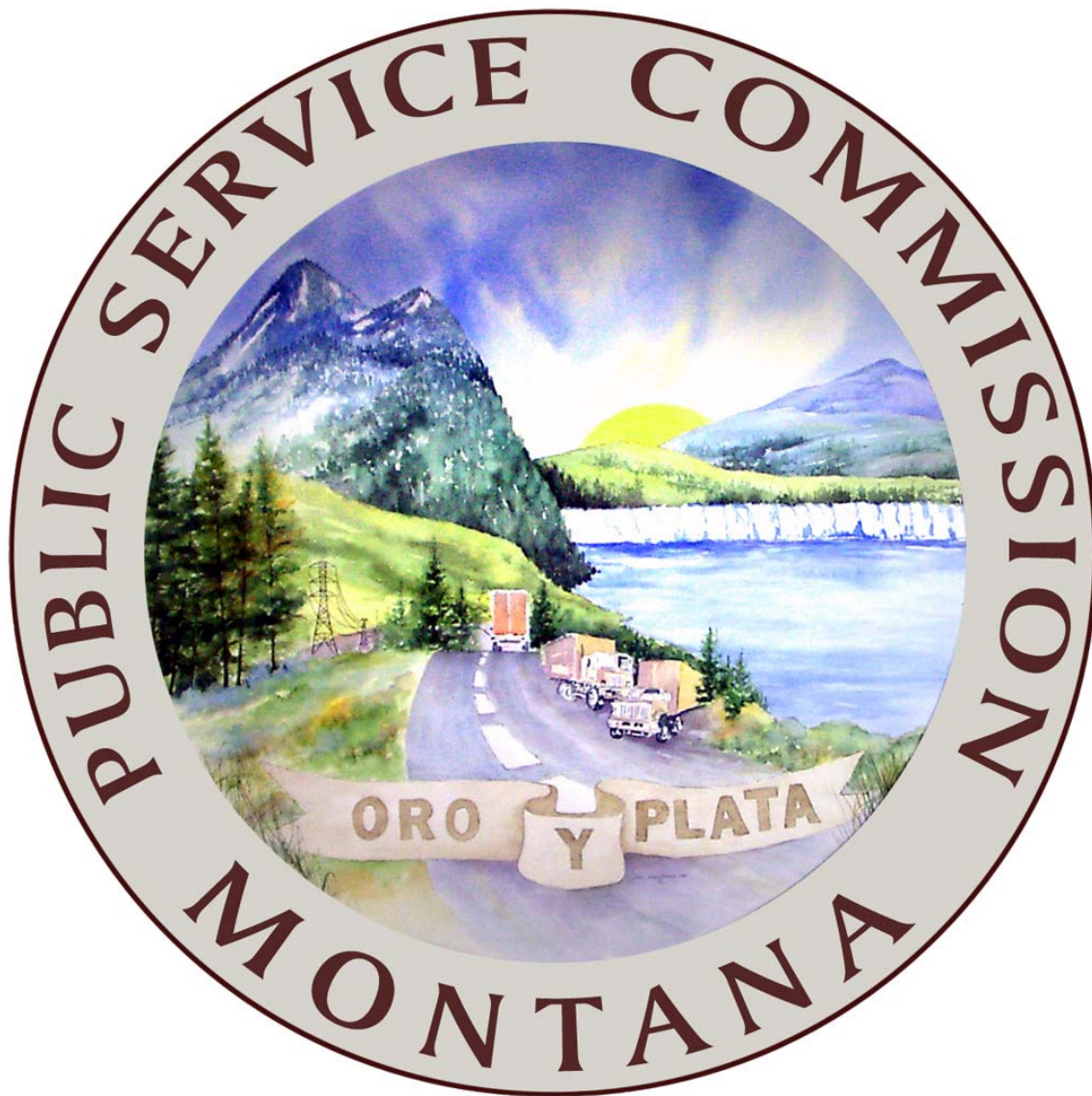
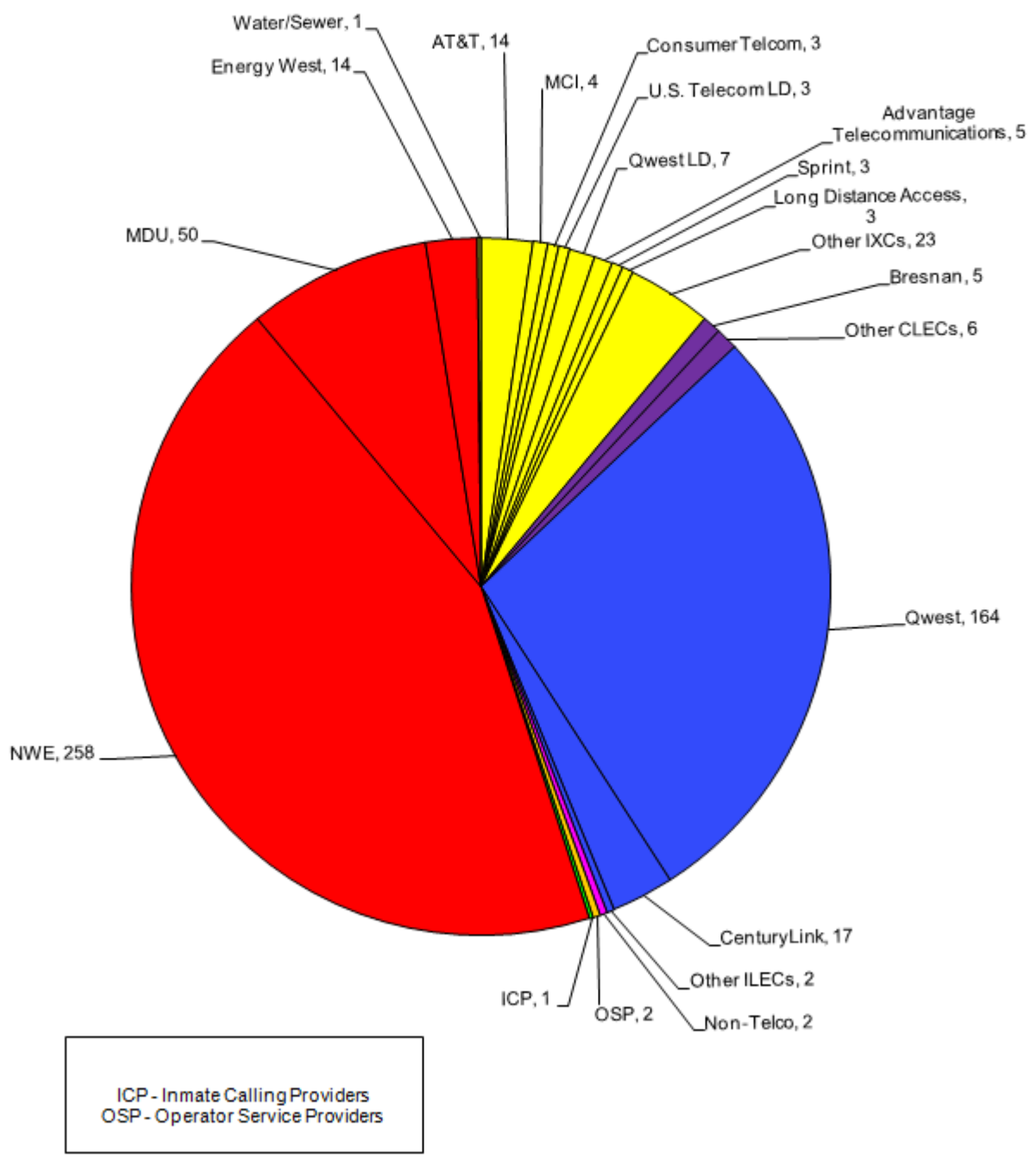


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Year 2009 Consumer Complaints By Utility - Total # Informal Complaints - 587



Complaint Percentages by Company

Qwest – 27.94%	.07% (percentage of complaints
CenturyLink – 2.90%	.02% (compared to
Other ILECs - .34%	(total MT
Bresnan – .85%	(access lines
Other CLECs – 1.02%	
AT&T – 2.39%	
MCI – .68%	
Consumer Telecom - .51%	
U.S. Telecom LD - .51%	
Qwest LD – 1.19%	
Advantage Telecommunications - .85%	
Sprint - .51%	
Long Distance Access - .51%	
Other IXC – 3.92%	
NorthWestern – 43.95%	.07% (percentage of
MDU – 8.52%	.06% (complaints compared
Energy West – 2.39%	.05% (to total MT customers
Non-Telco – .34%	
OSP - .34%	
ICP - .17%	
Water/Sewer - .17%	

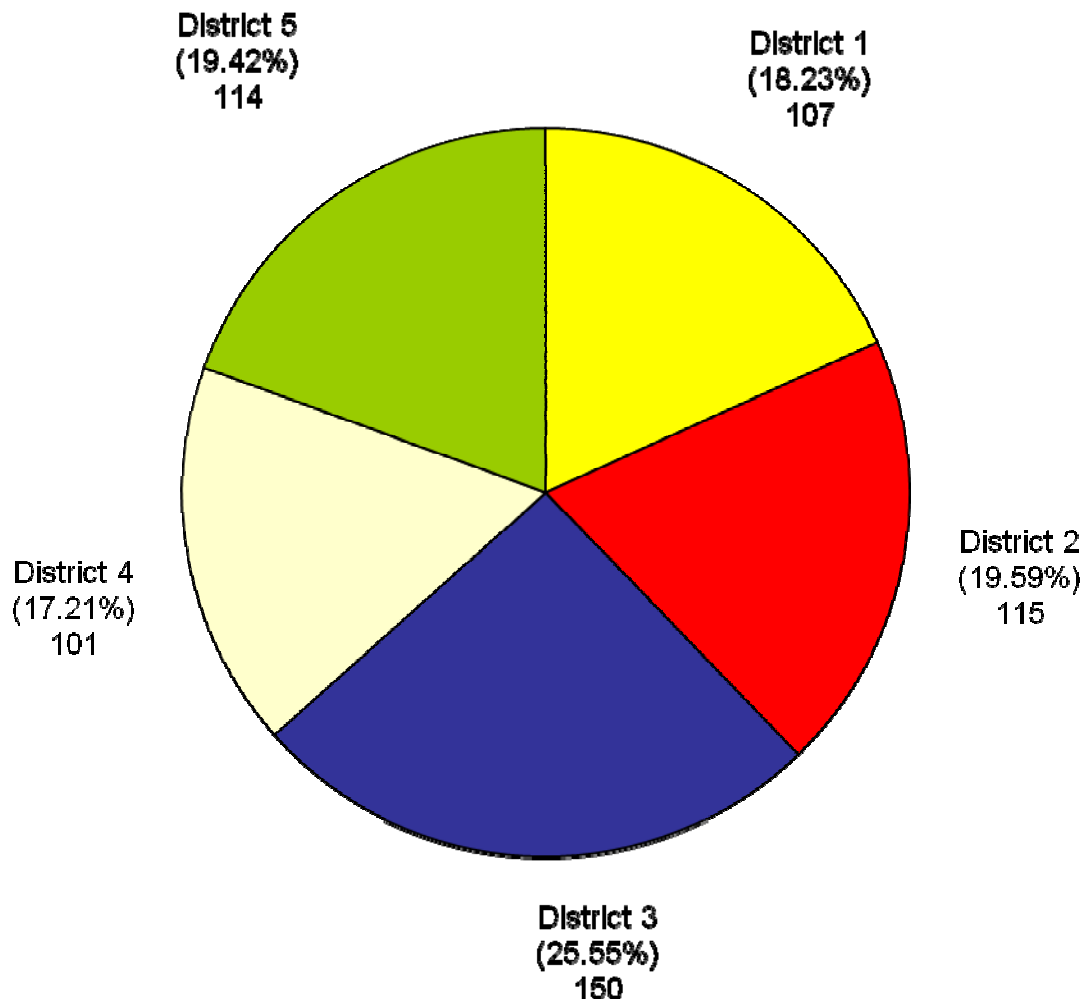
Total – 100%

<u>Complaints by Service Type</u>	<u>Percentage of Total</u>
Energy – 322	54.86%
Telecommunications – 264	44.97%
Water/Sewer – 1	.17%
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Total – 587	100.00%

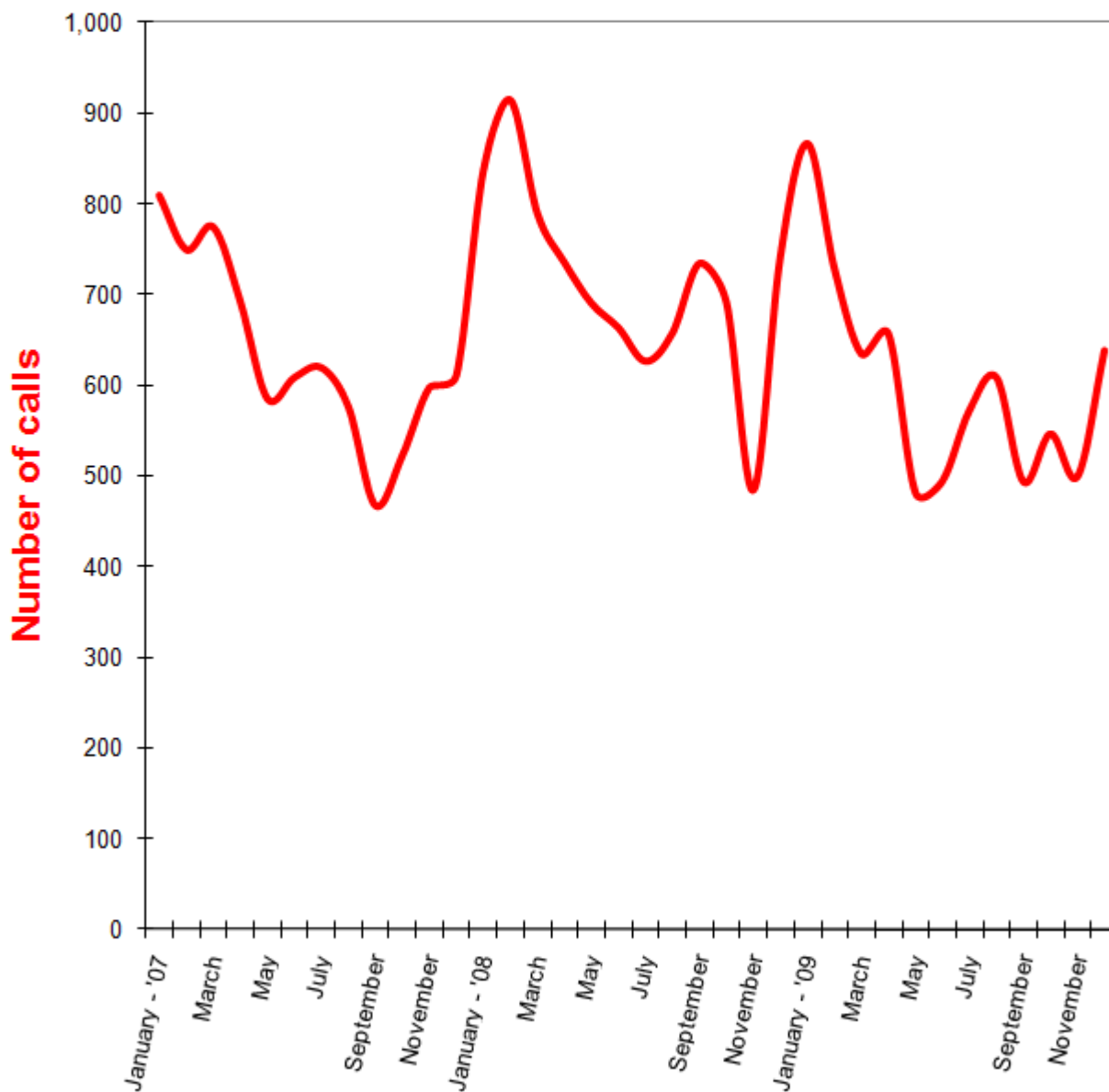
Type and Number of Complaints in 2009 by District

	<u>Dist. 1</u>	<u>Dist. 2</u>	<u>Dist. 3</u>	<u>Dist. 4</u>	<u>Dist. 5</u>	<u>Total</u>
1. Billing/Rates	15	24	28	30	23	120
2. Business Office	28	36	40	27	34	165
3. Cram	1	1	2	3	2	9
4. Payment Arrangements	21	17	31	22	15	106
5. Access to Business Office	1	7	2	0	4	14
6. Repair	21	13	13	5	20	72
7. Slam	4	5	3	1	3	16
8. Delay in Connection	0	0	6	2	2	10
9. Termination	6	1	7	2	5	21
10. Meter Questions	6	8	7	6	3	30
11. Pay-Per-Call	0	0	0	0	0	0
12. Deposits	2	0	5	0	1	8
13. Cost of Construction	1	0	2	0	0	3
14. Directory Listings	0	0	1	0	2	3
15. Quality of Service	1	3	3	3	0	10
Total	107	115	150	101	114	587

2009 Complaints by PSC District

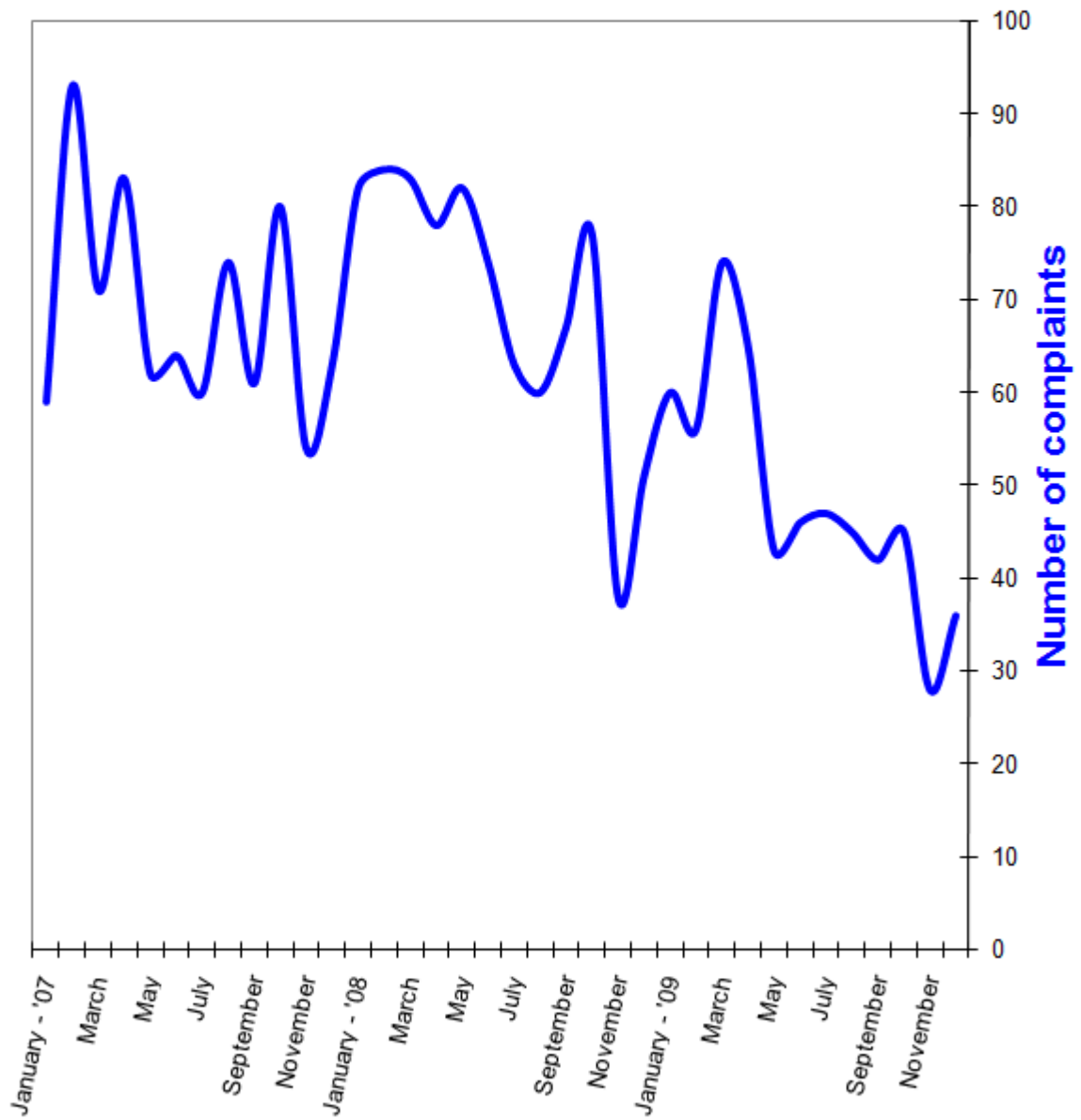


Monthly Calls to PSC toll-free complaint number 2007-2008 - 2009



A consumer call or letter is not logged as a complaint unless PSC staff must contact the utility in order to resolve it.

Monthly Utility Consumer Complaints 2007-2008- 2009



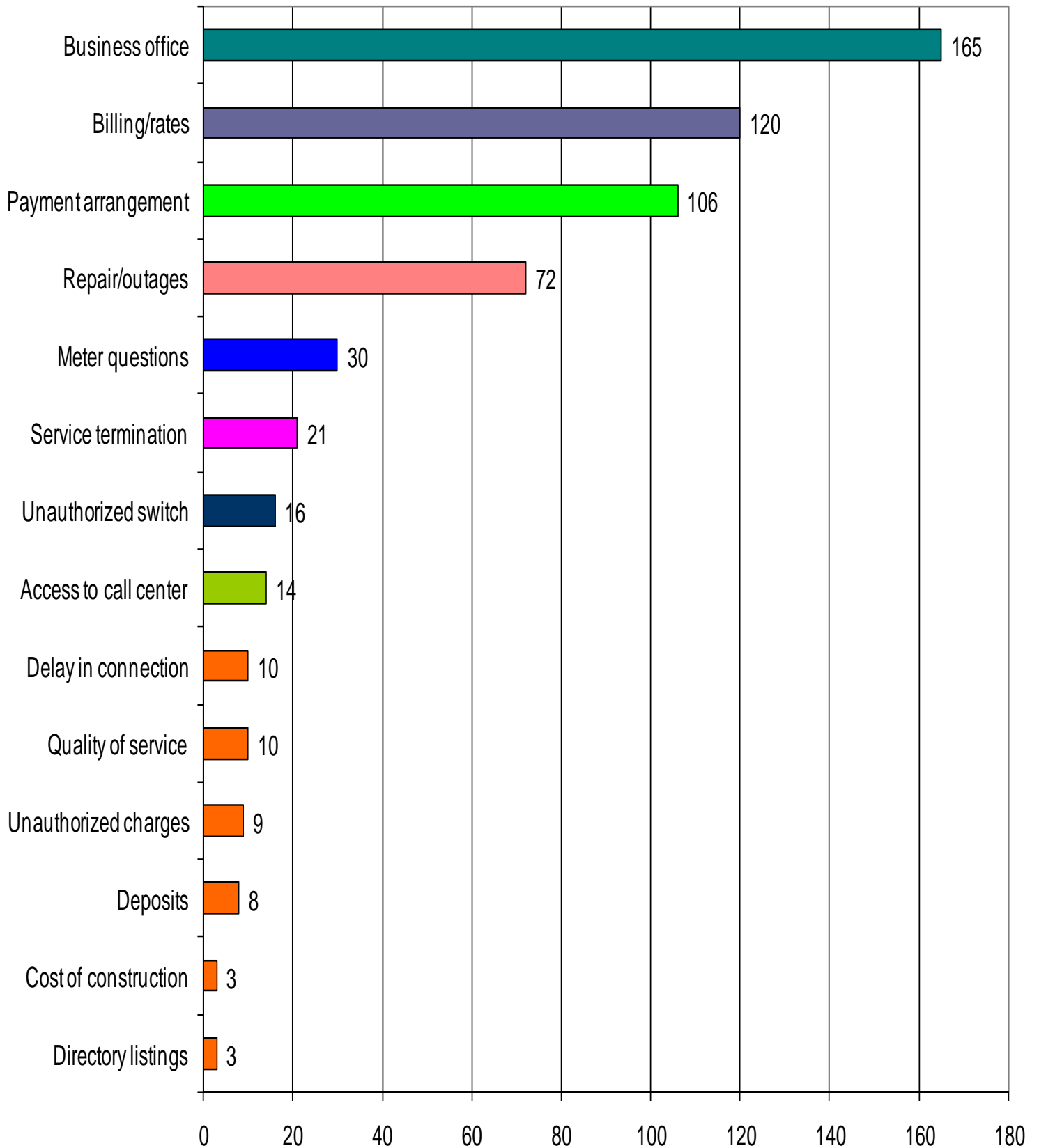
2007/2008/2009 Incoming 800 Calls

	<u>2007</u>	<u>2008</u>	<u>2009</u>
January	809	836	866
February	749	914	728
March	774	789	634
April	692	735	656
May	585	690	481
June	608	663	494
July	619	626	572
August	576	657	608
September	467	734	493
October	522	691	546
November	597	484	499
December	610	742	638
Total	<u>7,608</u>	----- 8,561	<u>7,215</u>

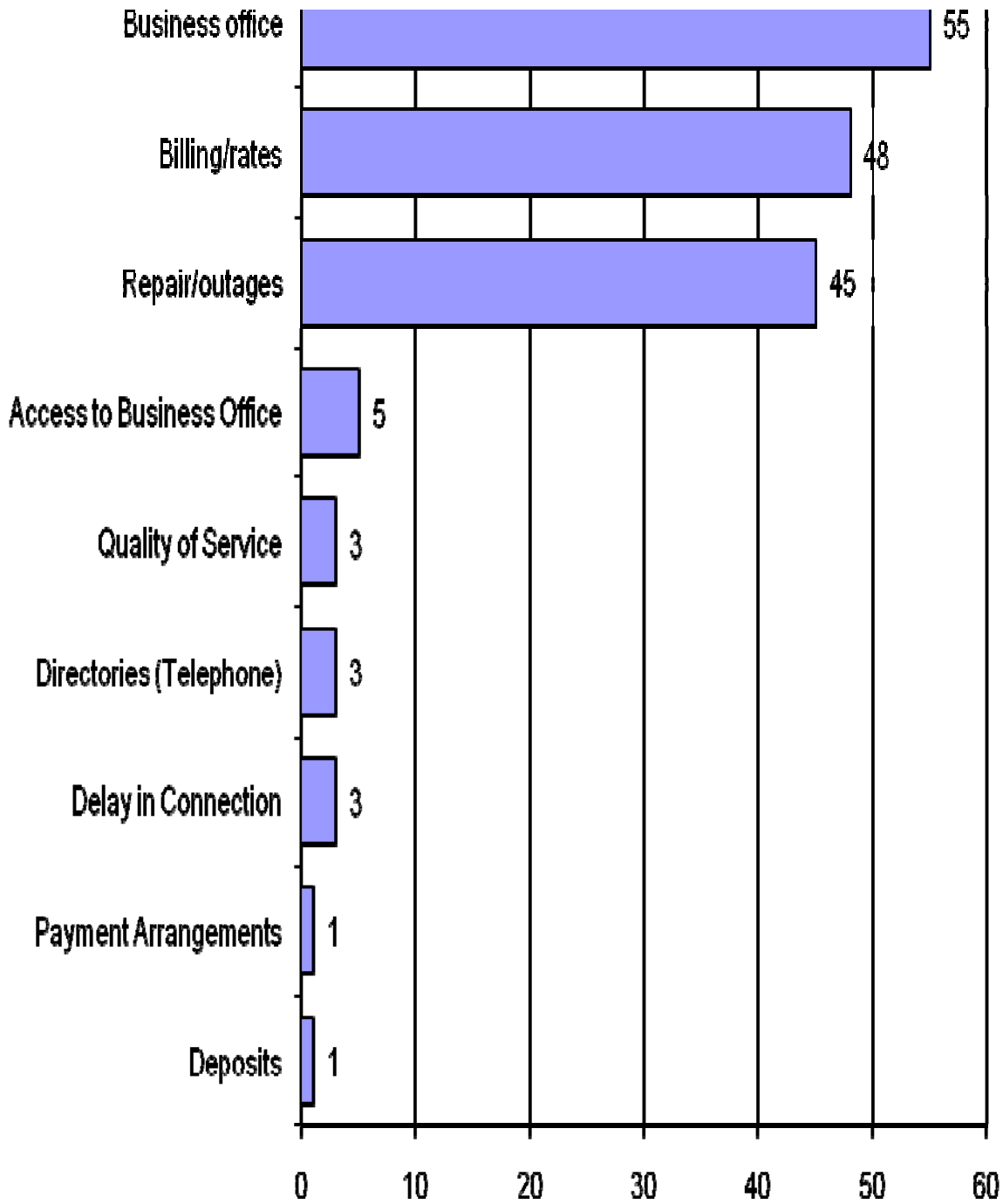
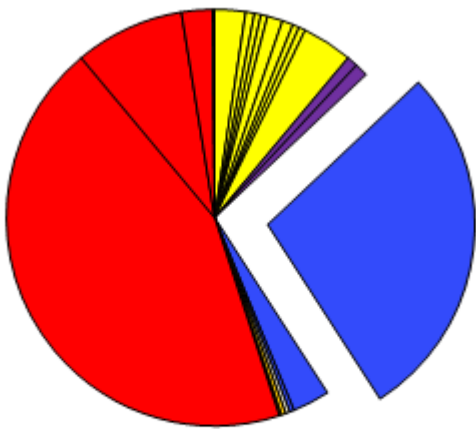
2007/2008/2009 Complaints

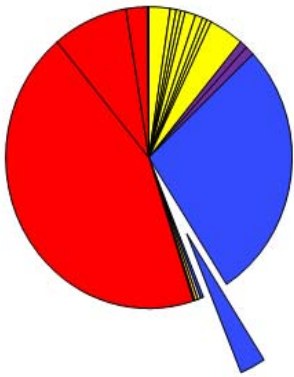
	<u>2007</u>	<u>2008</u>	<u>2009</u>
January	59	82	60
February	93	84	56
March	71	83	74
April	83	78	65
May	62	82	43
June	64	74	46
July	60	63	47
August	74	60	45
September	61	67	42
October	80	77	45
November	54	38	28
December	63	51	36
Total	<u>824</u>	<u>839</u>	<u>587</u>

Year 2009 PSC Consumer Complaints by Complaint Category

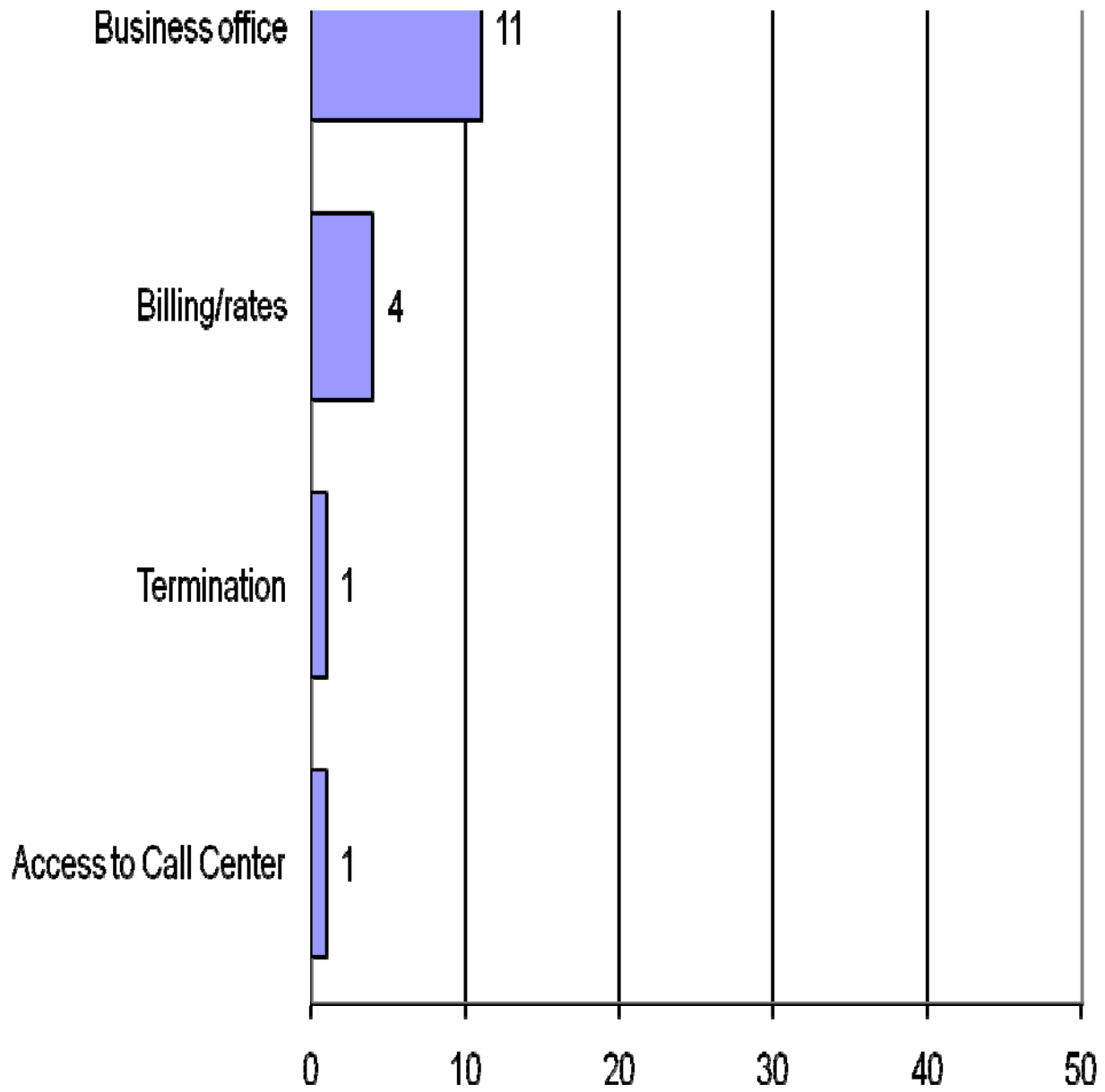


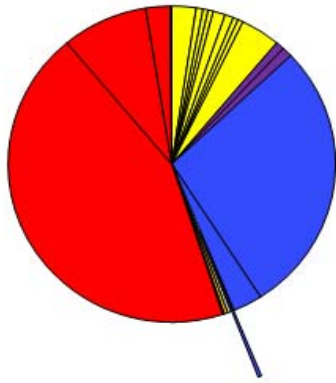
**Qwest Corporation
2009 Complaints
164 Total**



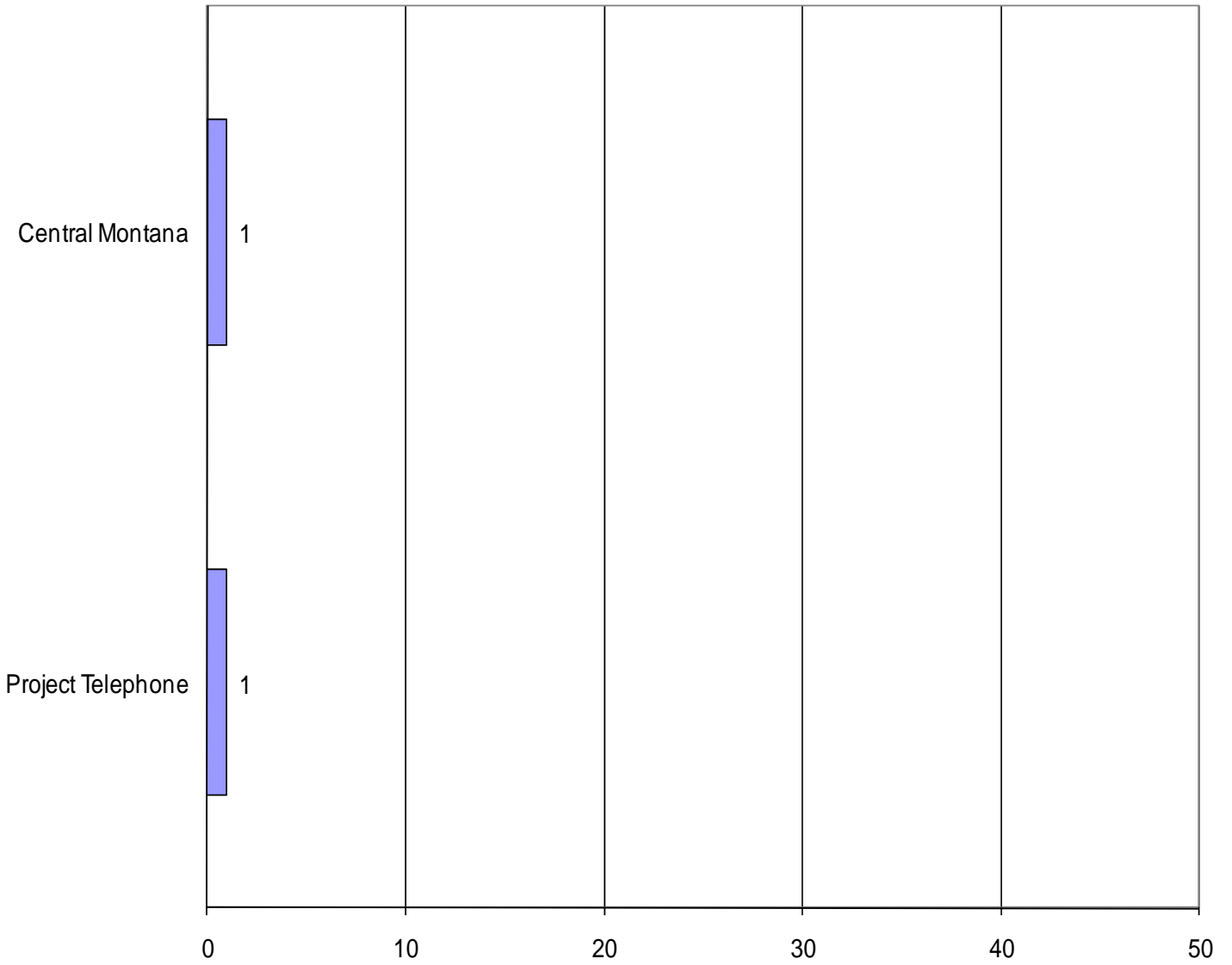


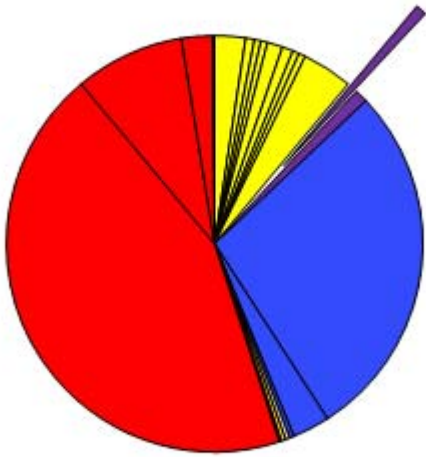
**CenturyLink
2009 Complaints
17 Total**



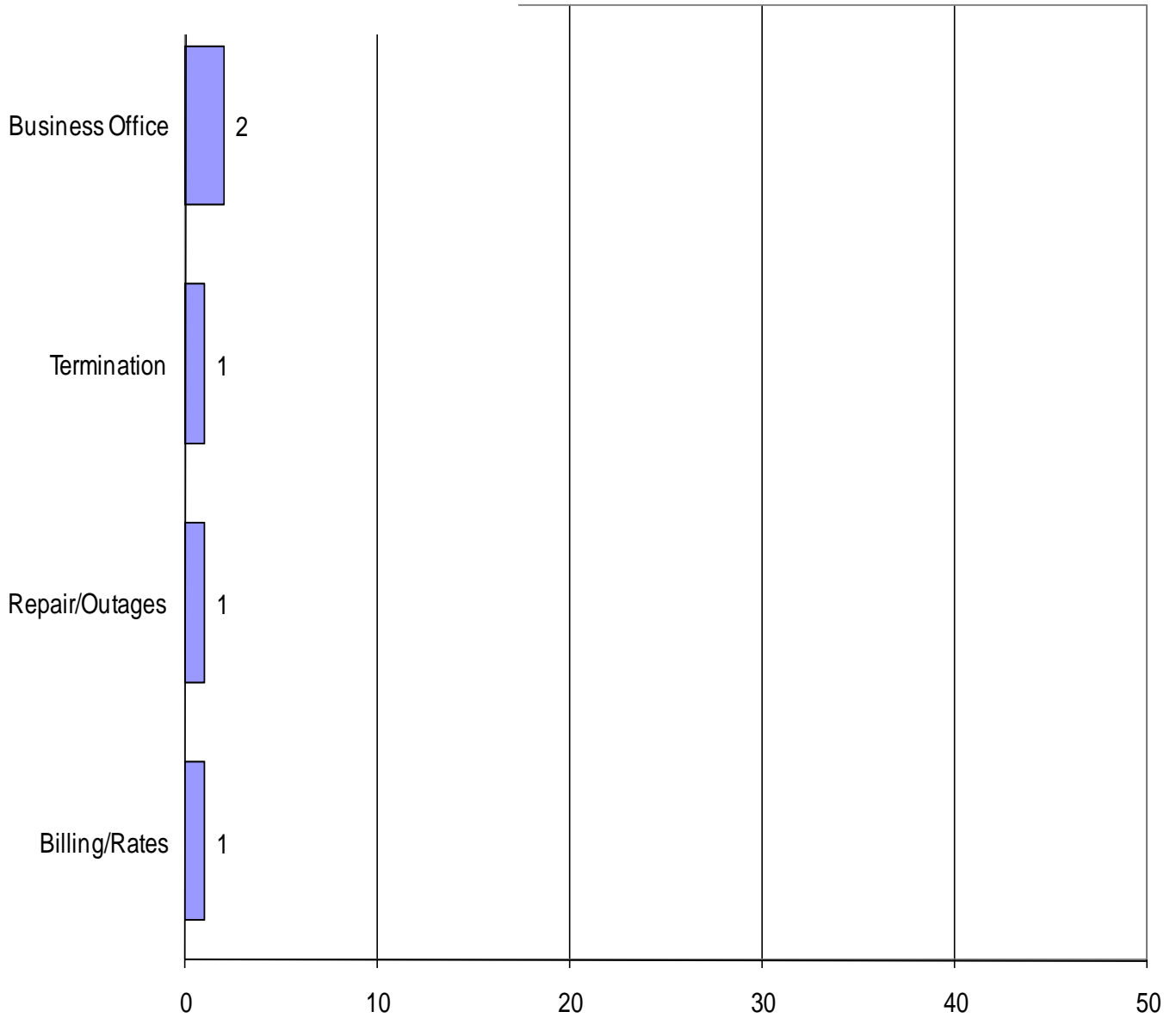


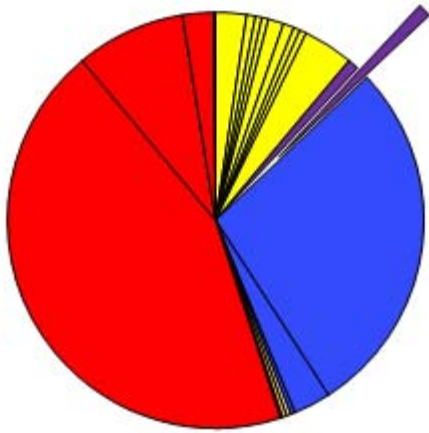
**Other Incumbent Local Exchange Carriers (ILECs)
2009 Complaints
2 Total**



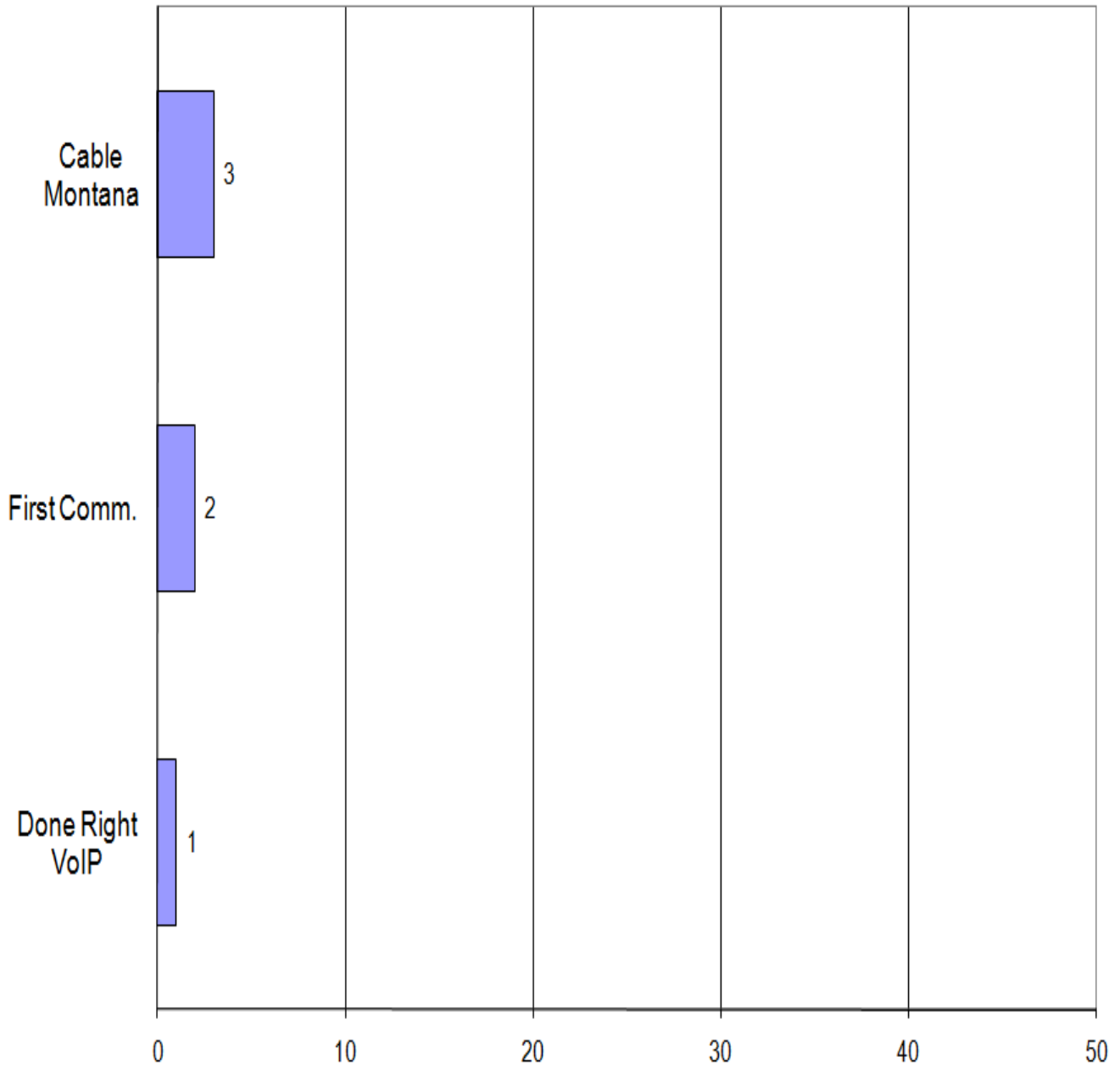


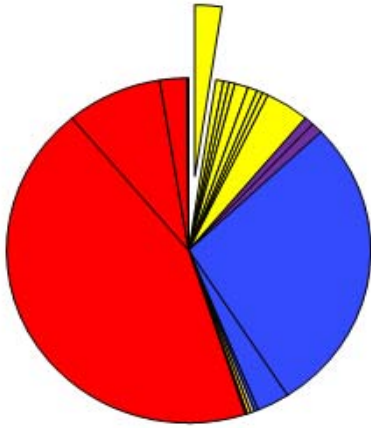
**Bresnan
2009 Complaints
5 Total**



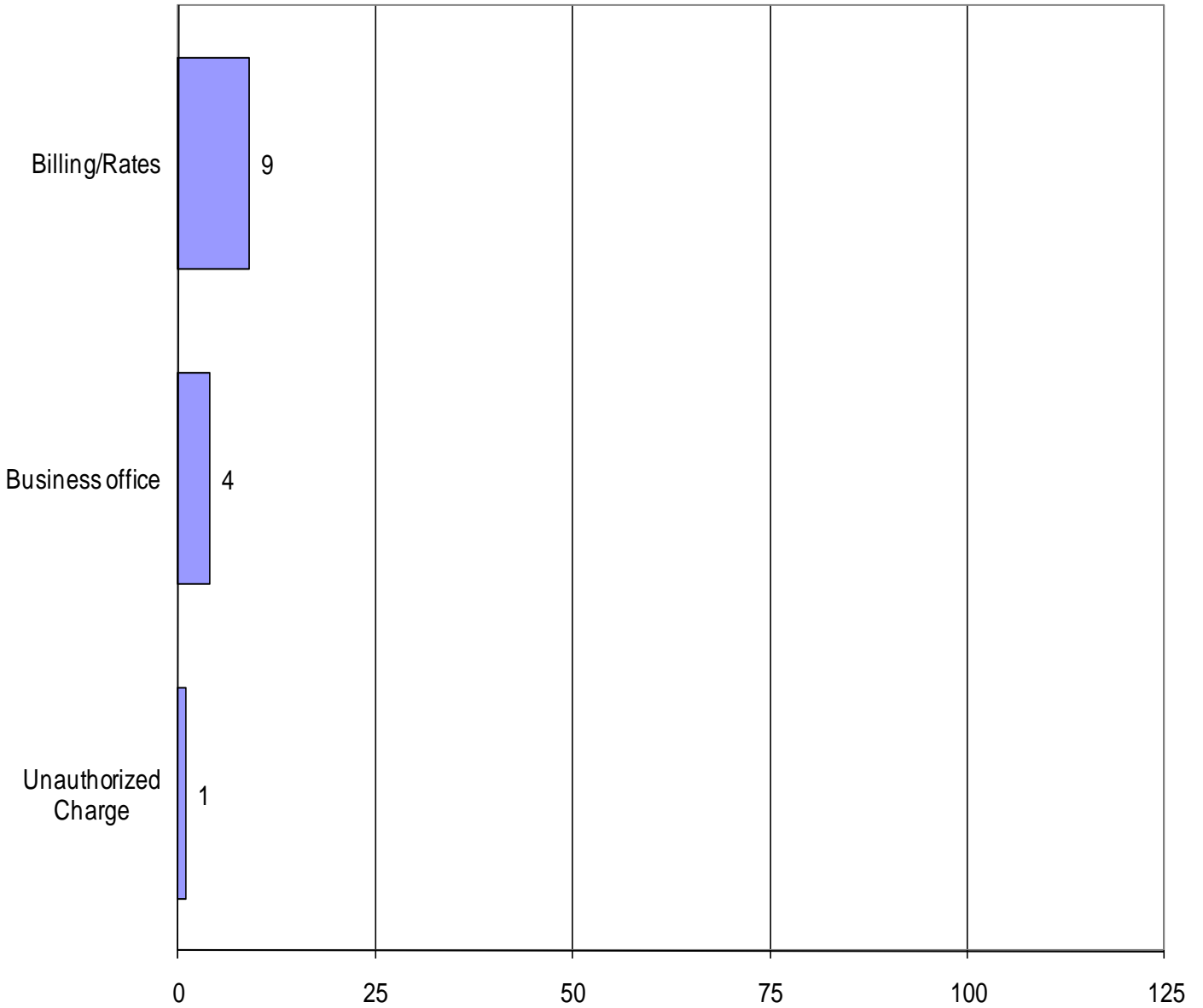


**Other Competitive
Local Exchange
Carriers (CLECs)
2009 Complaints
6 Total**

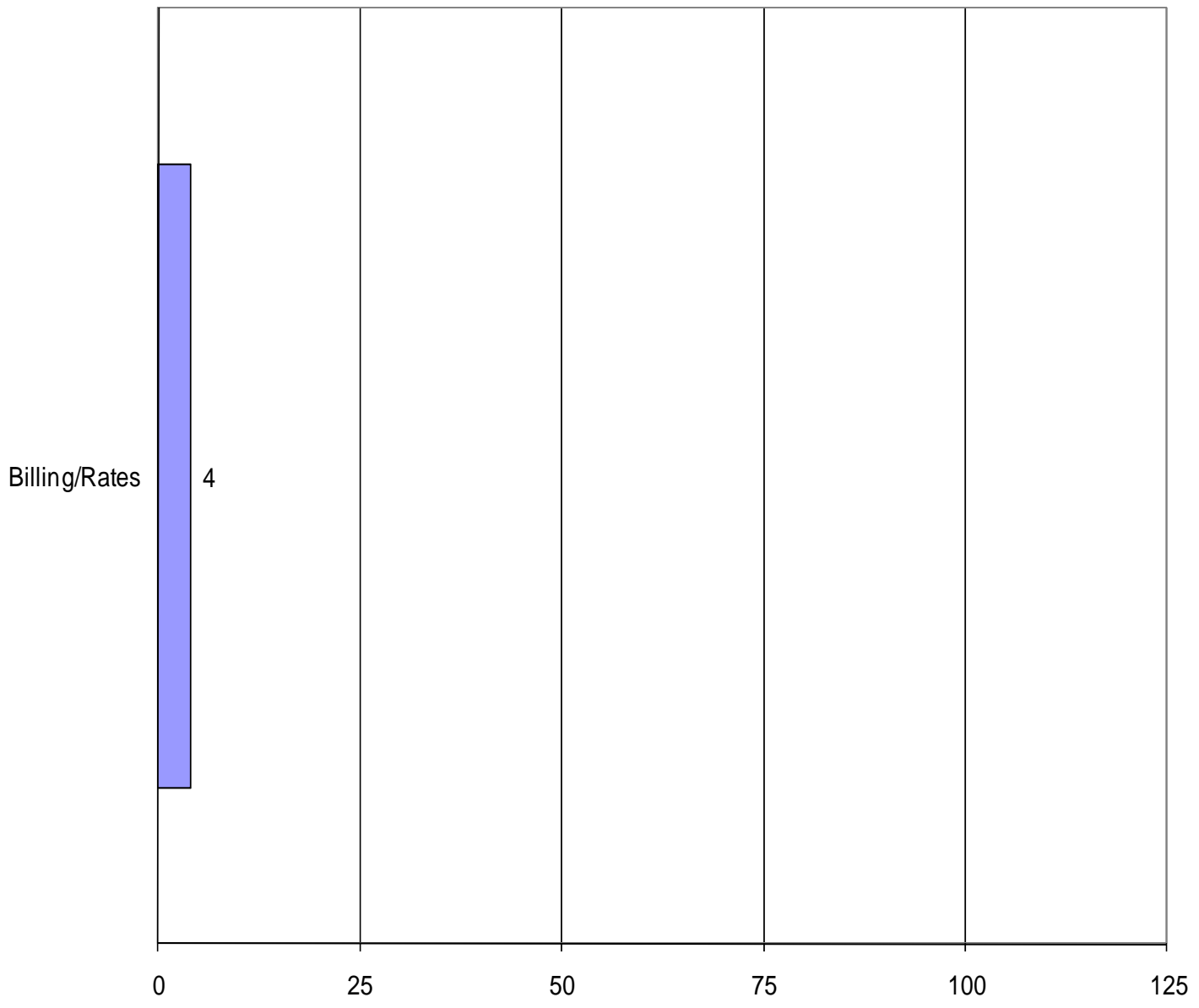
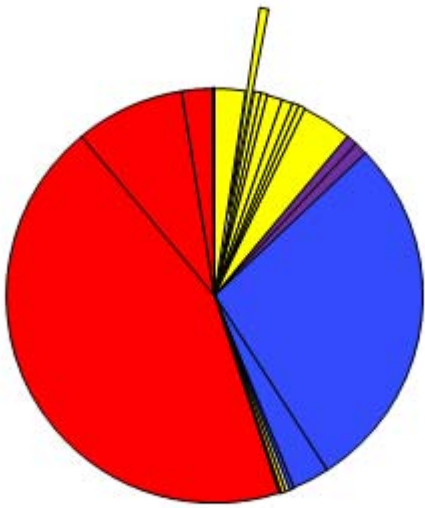


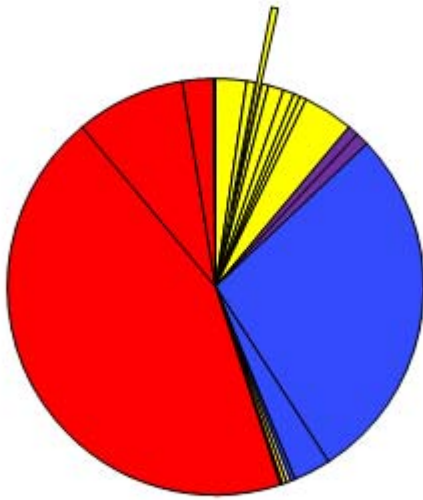


**AT & T Communications
2009 Complaints
14 Total**

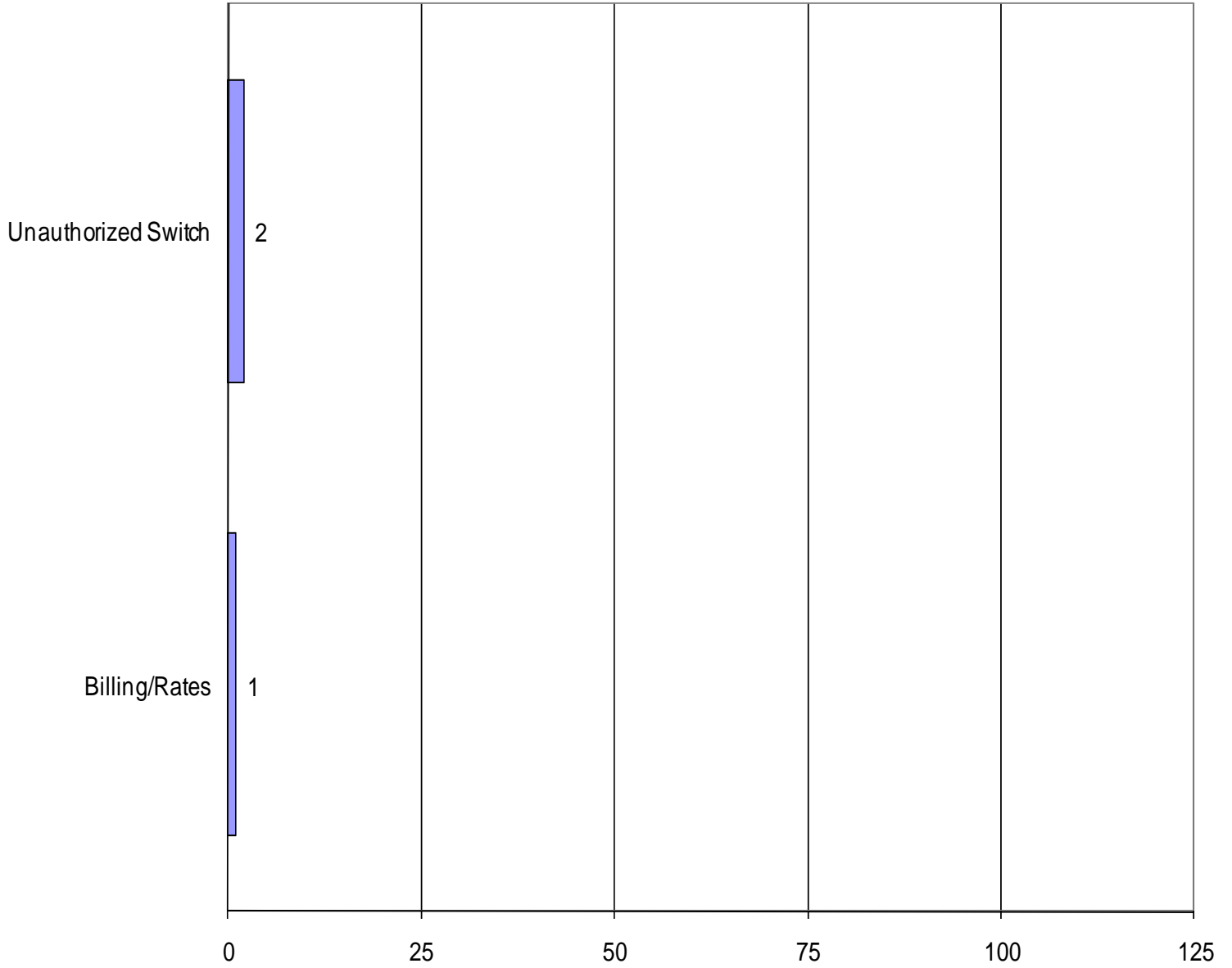


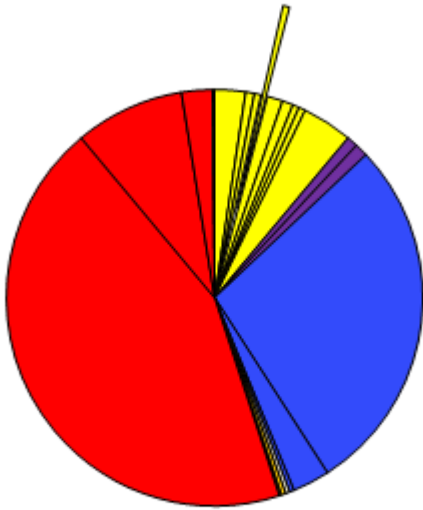
MCI
2009 Complaints
4 Total



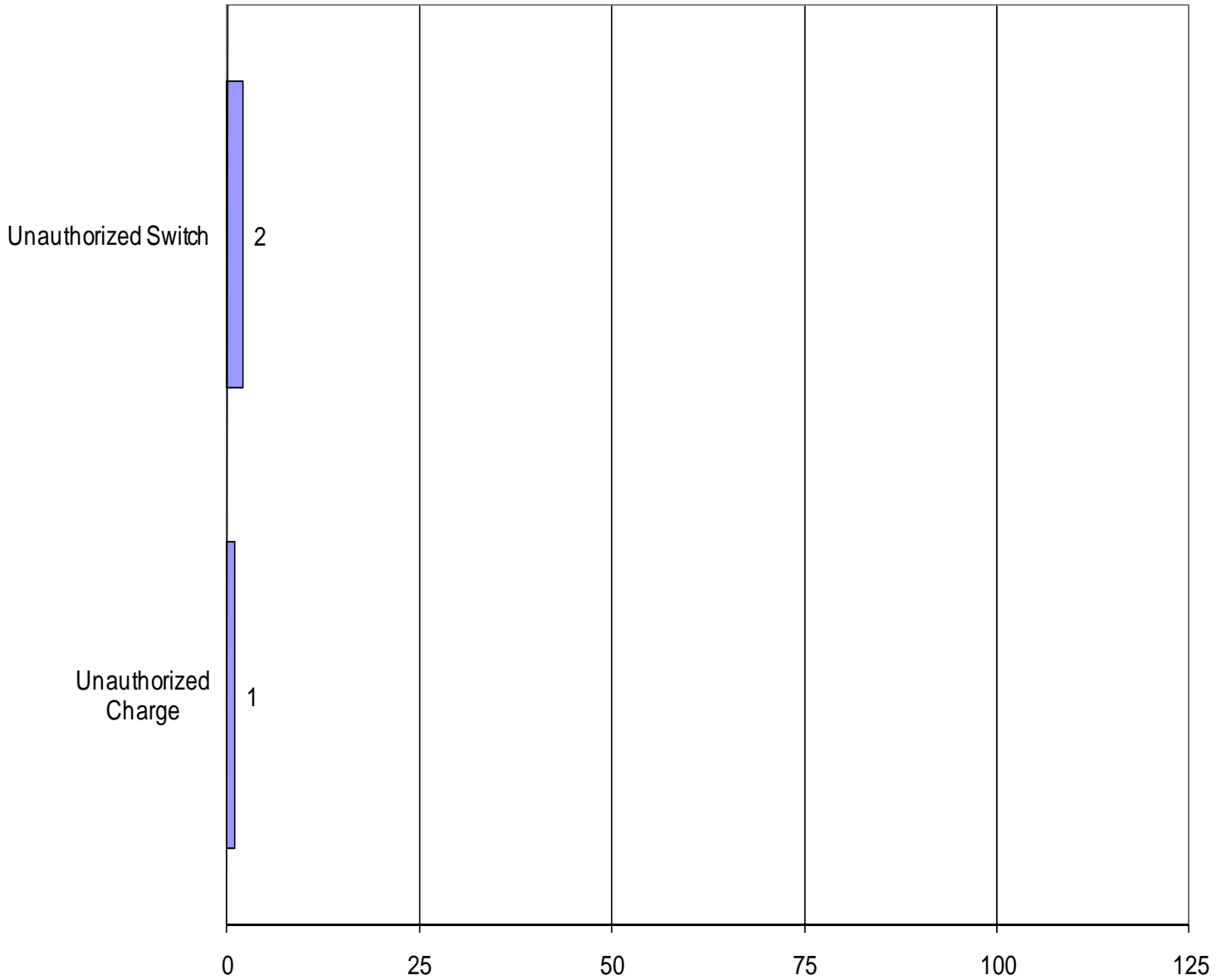


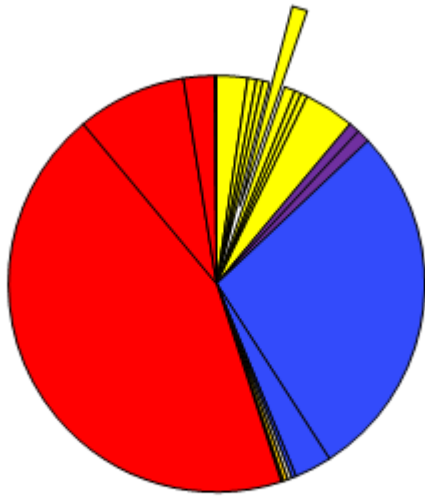
**Consumer Telcom
2009 Complaints
3 Total**



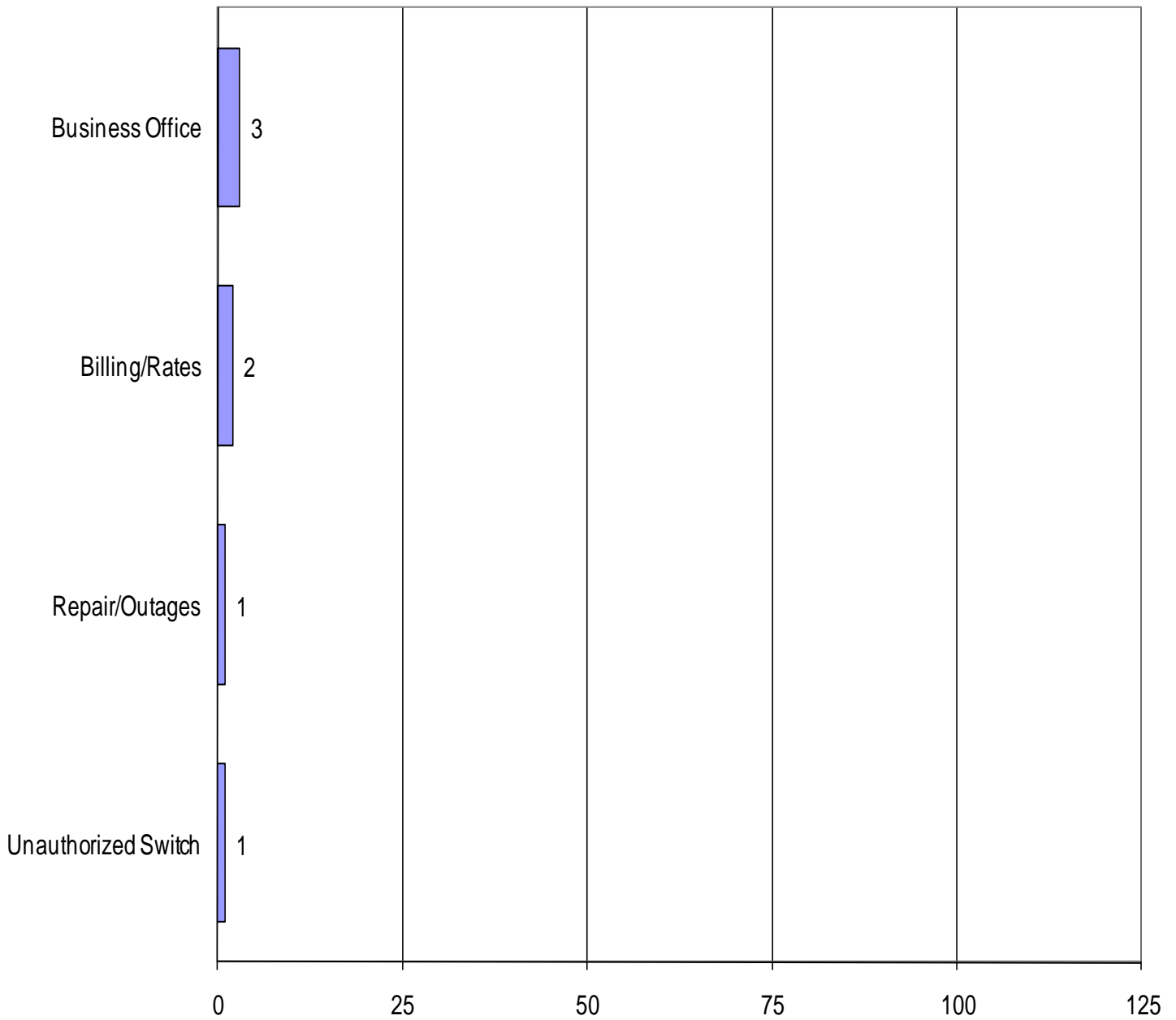


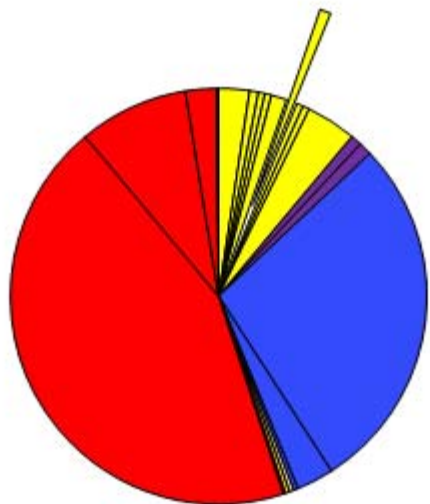
**U.S. Telecom Long Distance
2009 Complaints
3 Total**



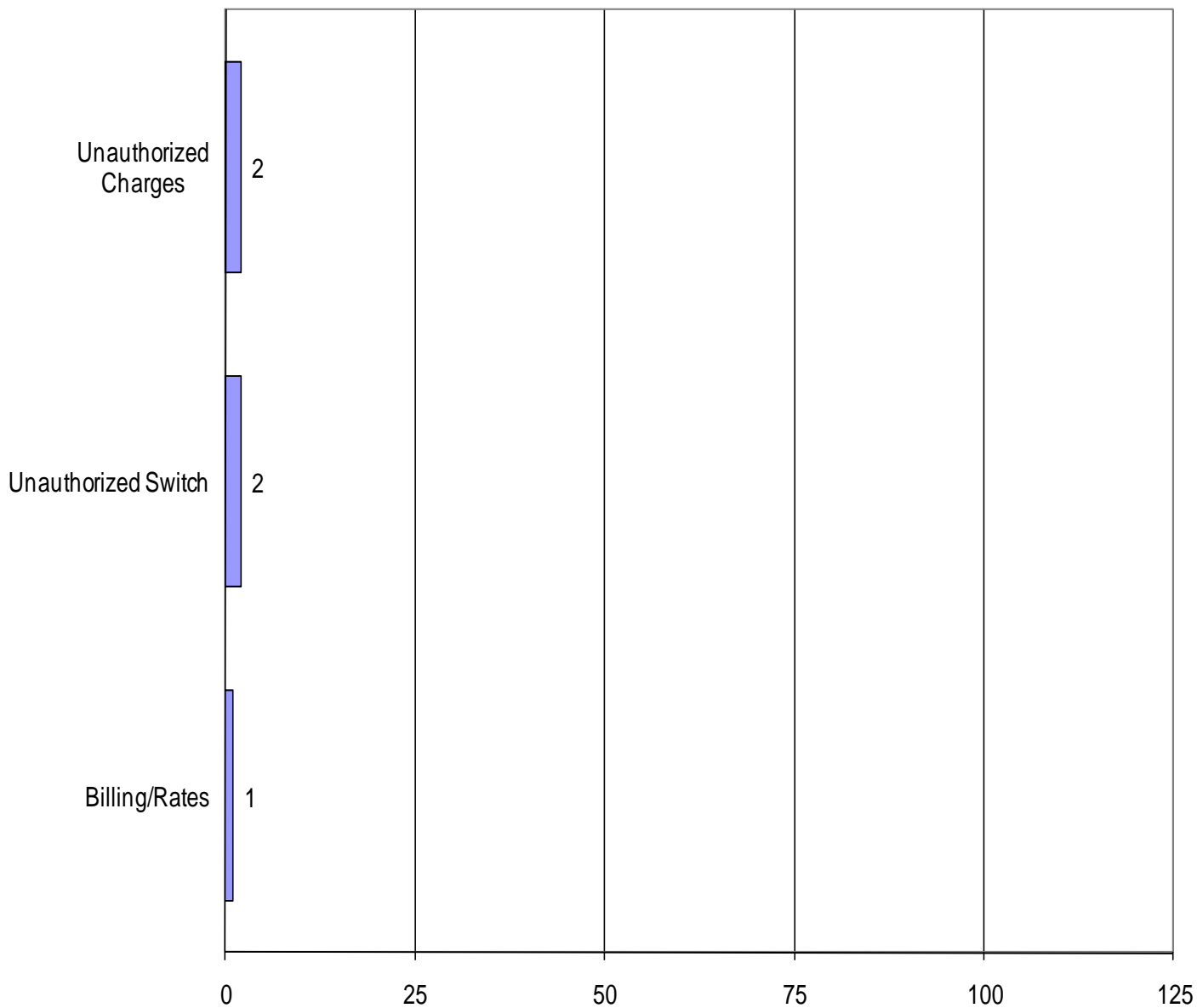


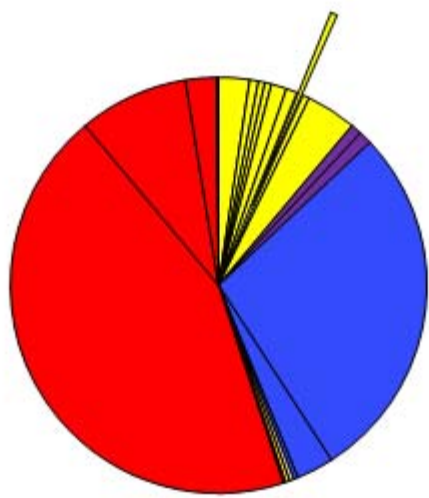
**Qwest LD
2009 Complaints
7 Total**



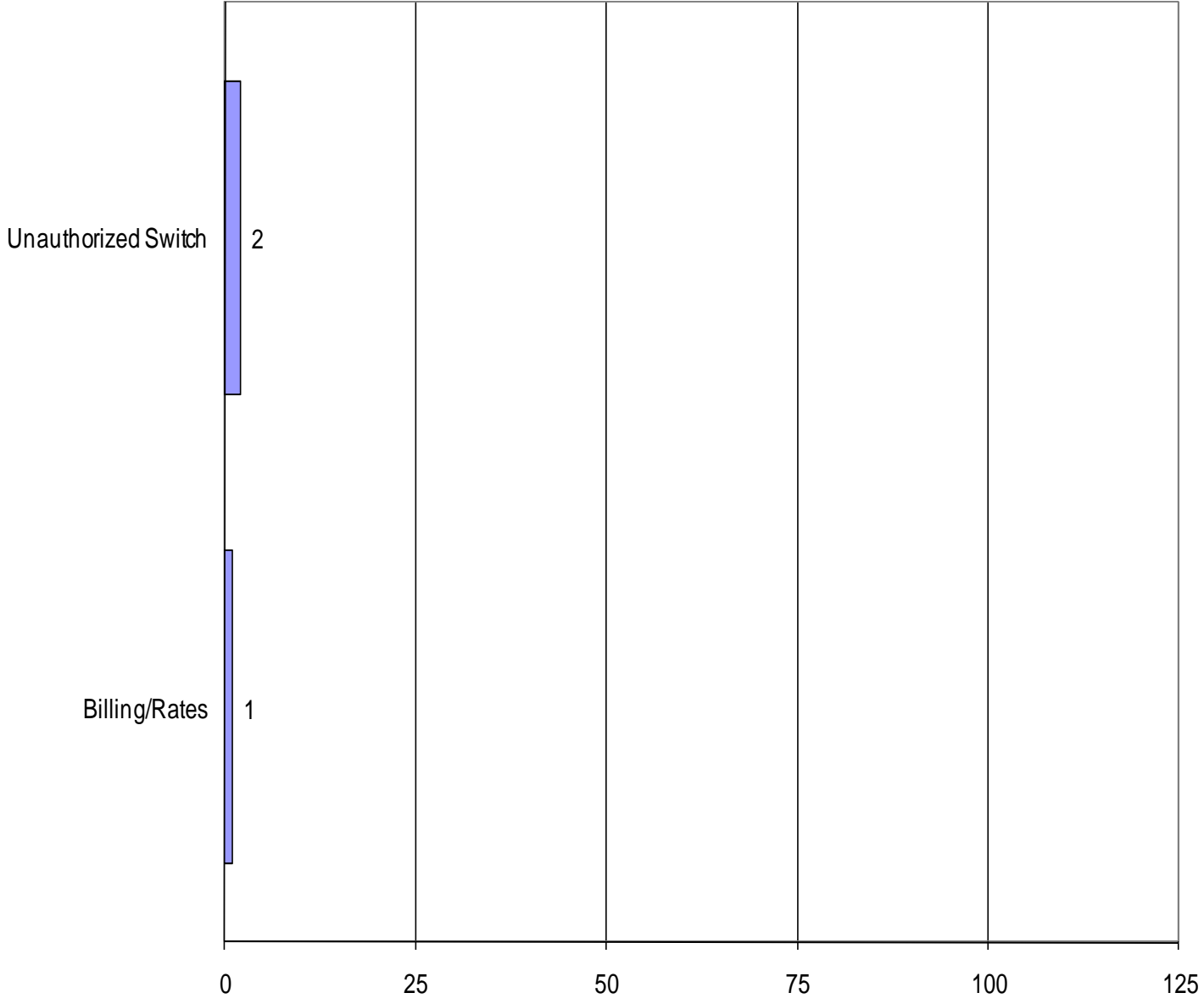


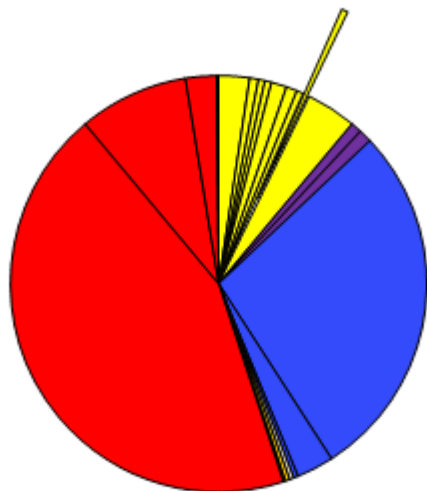
**Advantage
Telecommunications
2009 Complaints
5 Total**



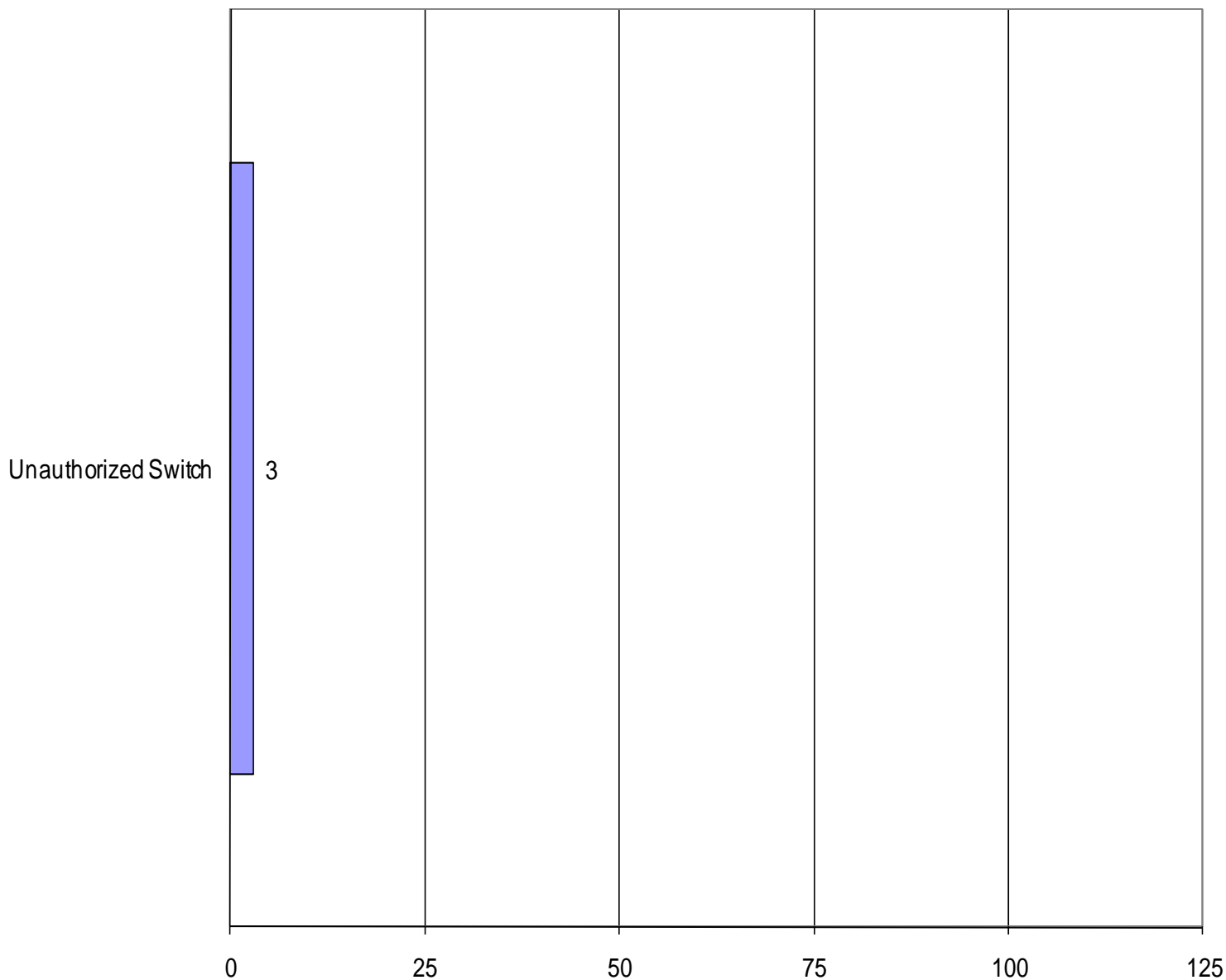


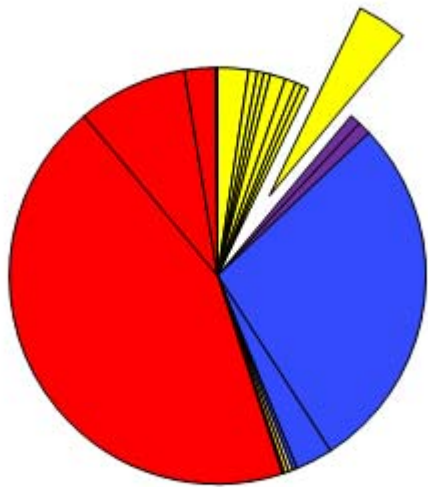
**Sprint
Communications
2009 Complaints
3 Total**



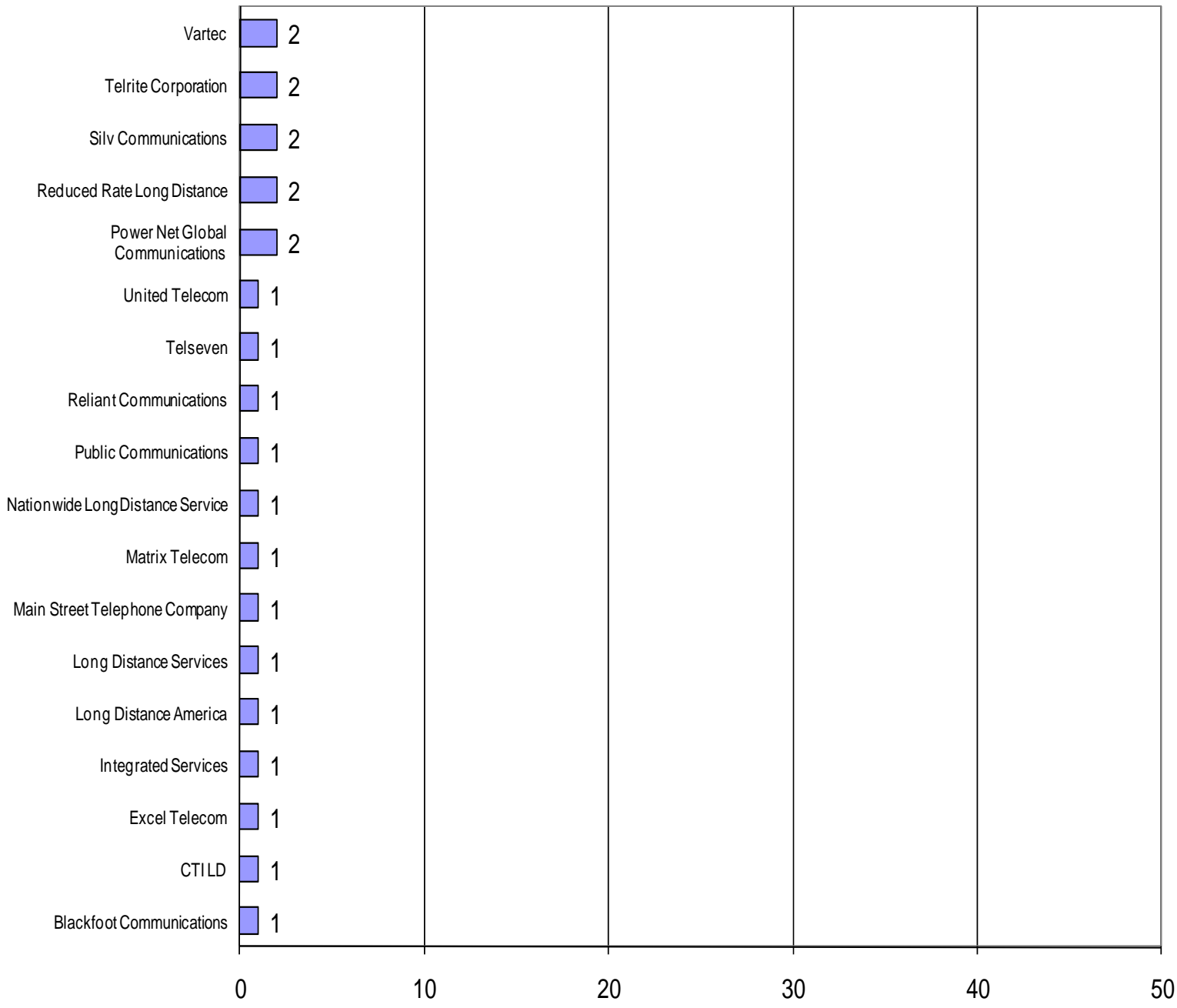


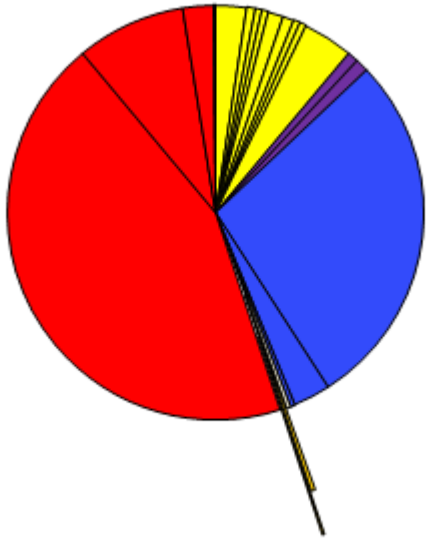
**Long Distance Access
2009 Complaints
3 Total**



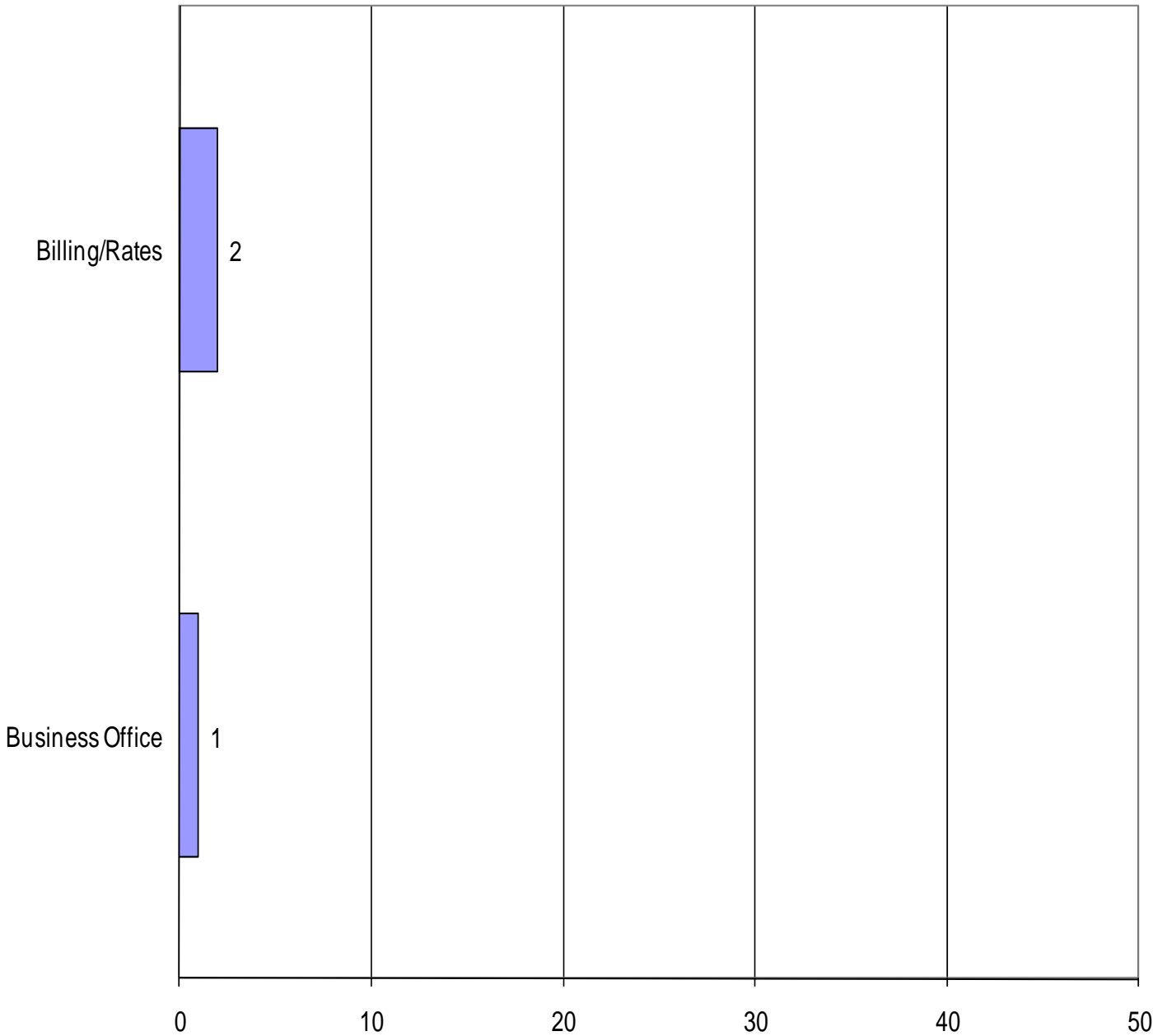


Other Interexchange Carriers (IXCs)
2009 Complaints
23 Total

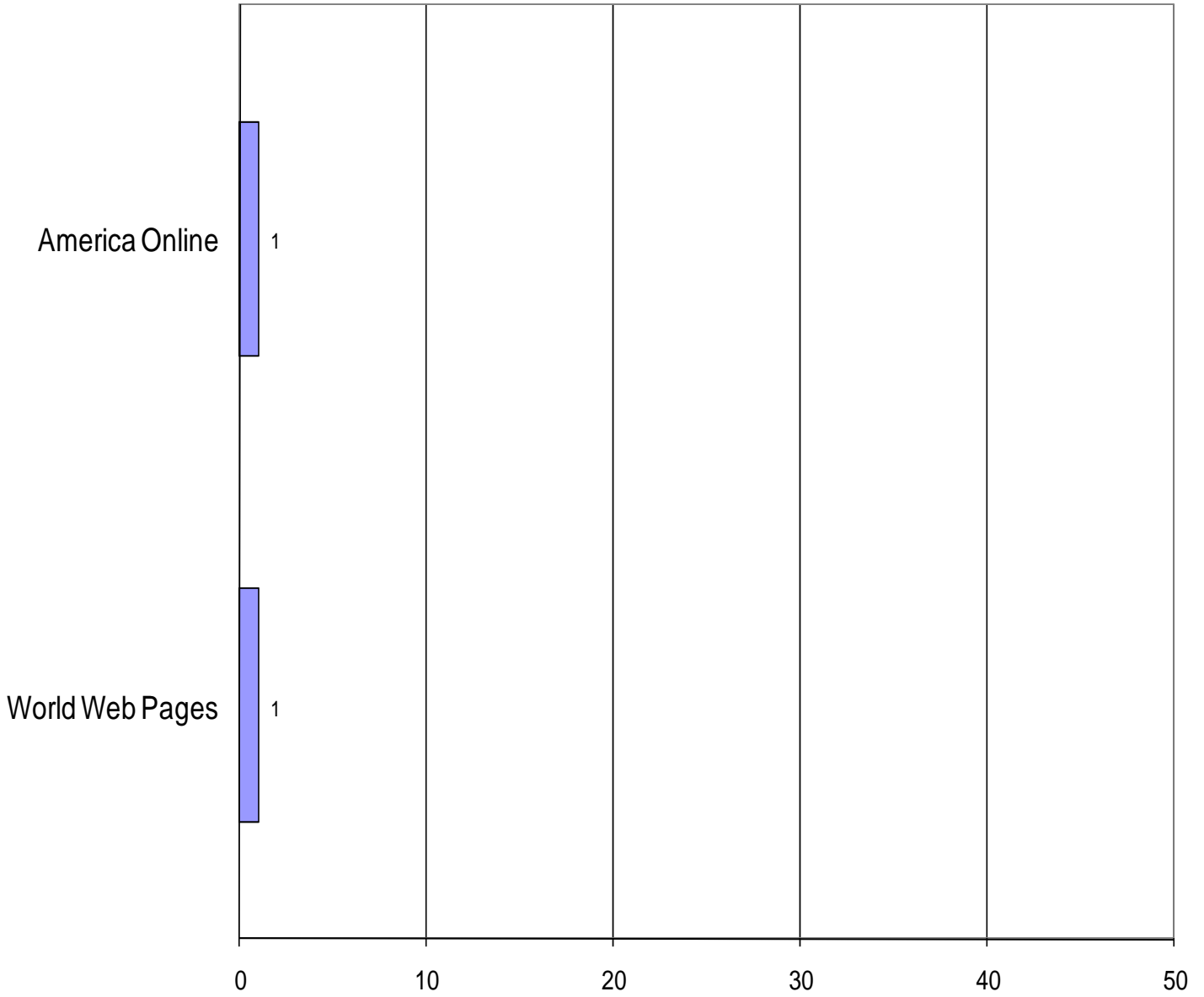
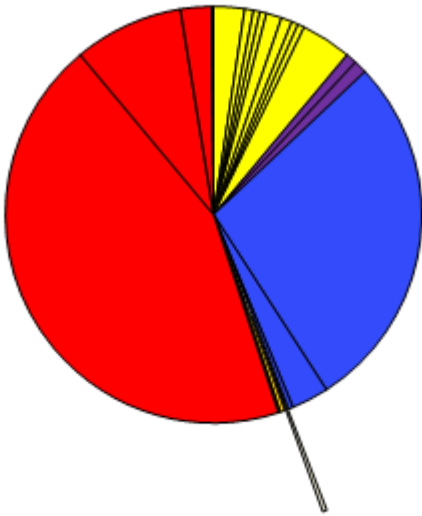




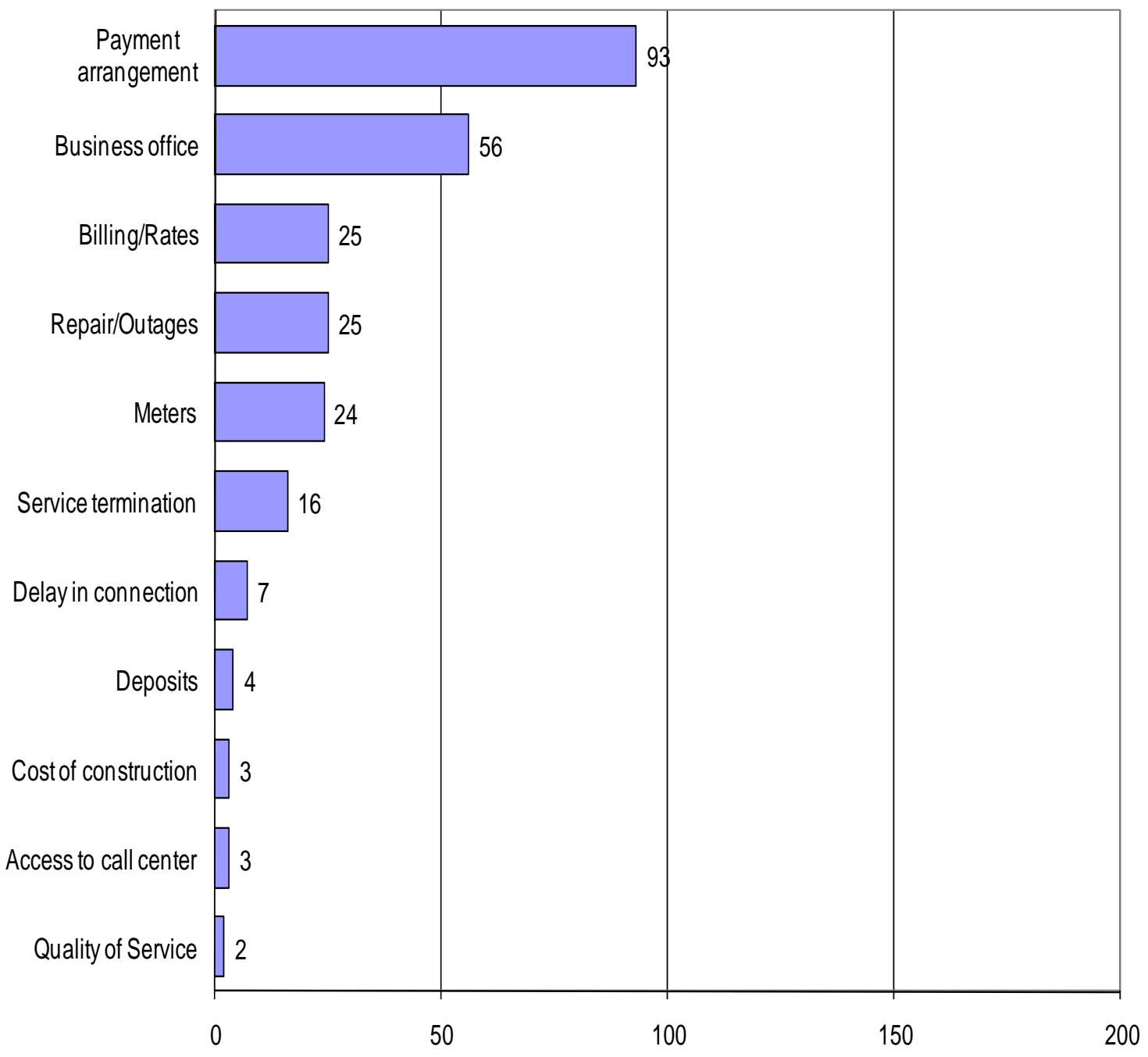
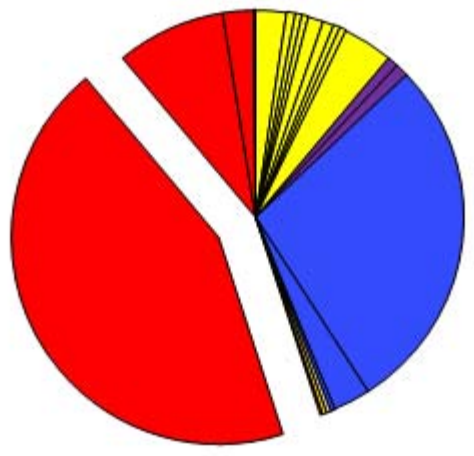
**Operator Service Providers
& Inmate Calling
Providers
2009 Complaints
3 Total**



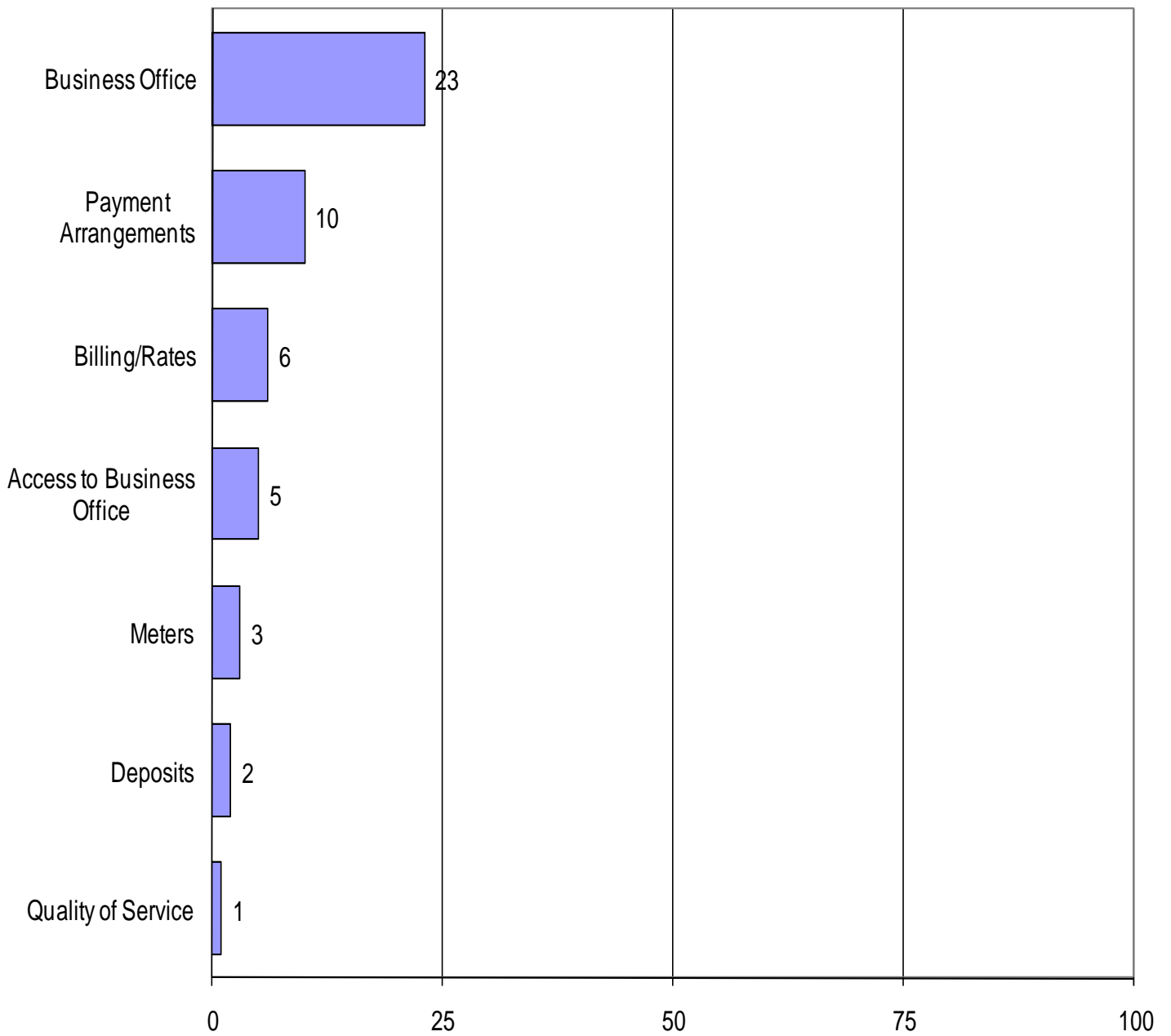
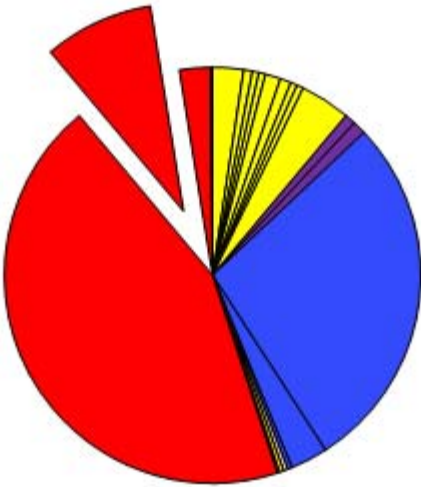
**Non-Telco, Telco-Billed
2009 Complaints
2 Total**



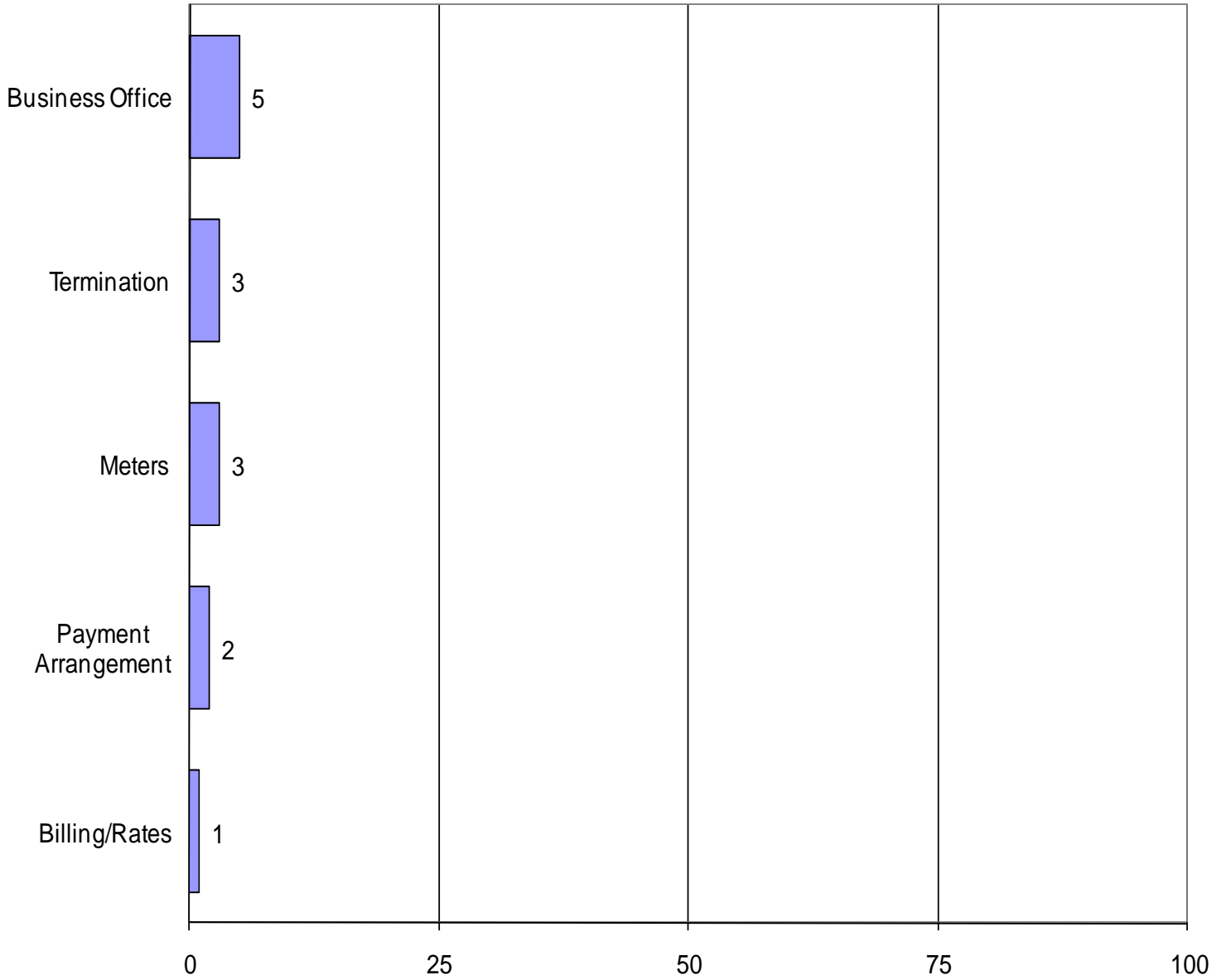
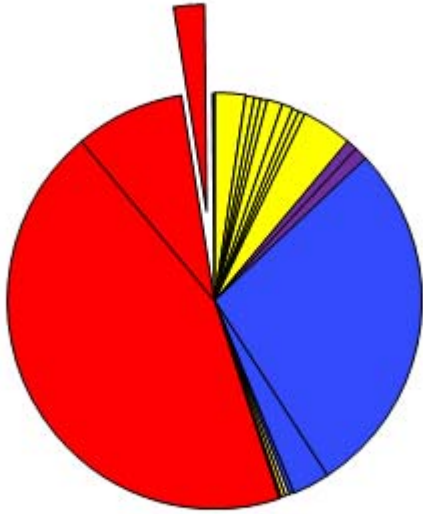
North Western Energy 2009 Complaints 258 Total



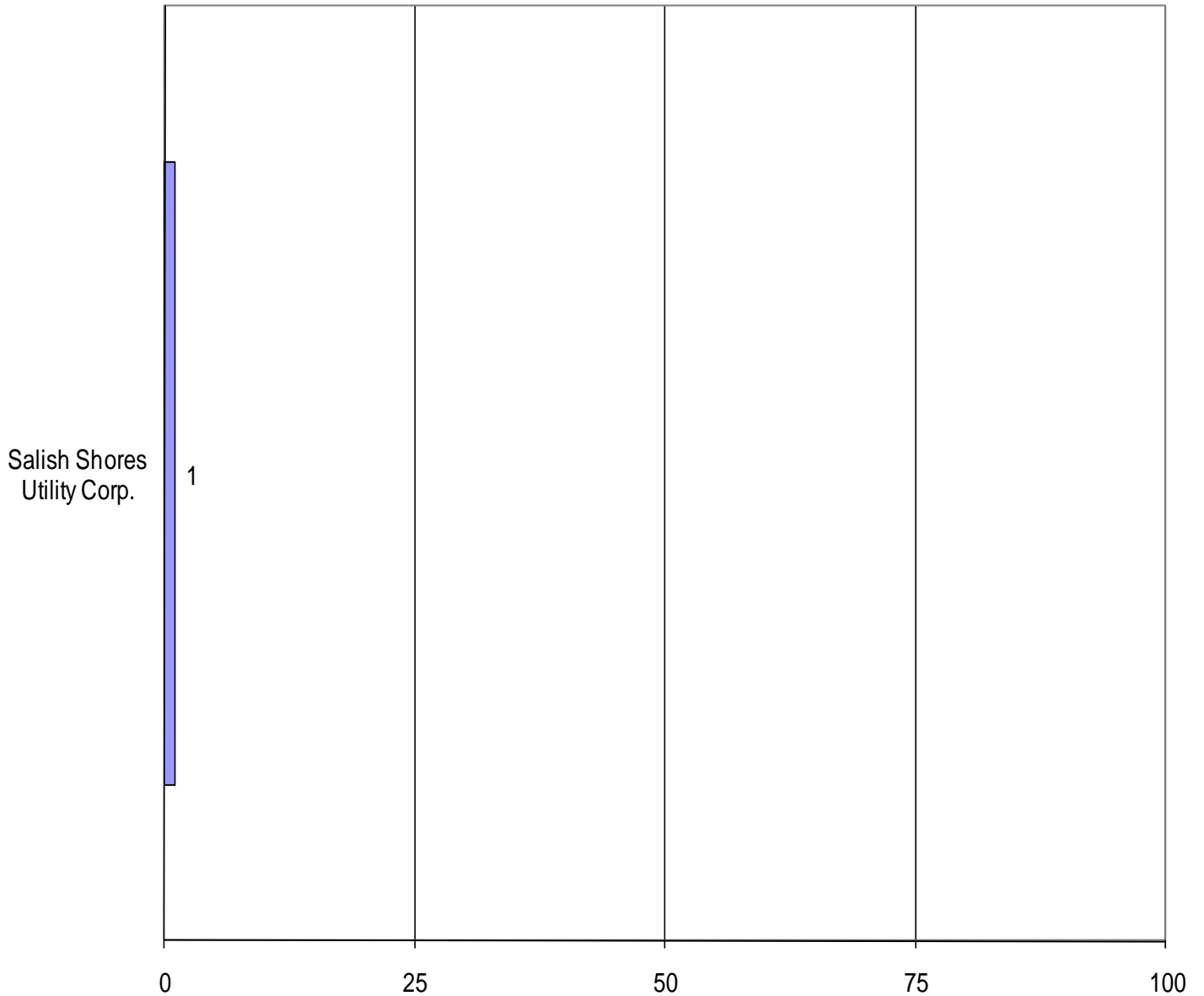
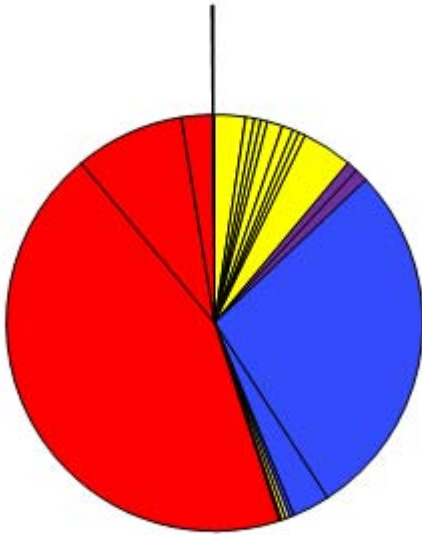
Montana-Dakota Utilities 2009 Complaints 50 Total



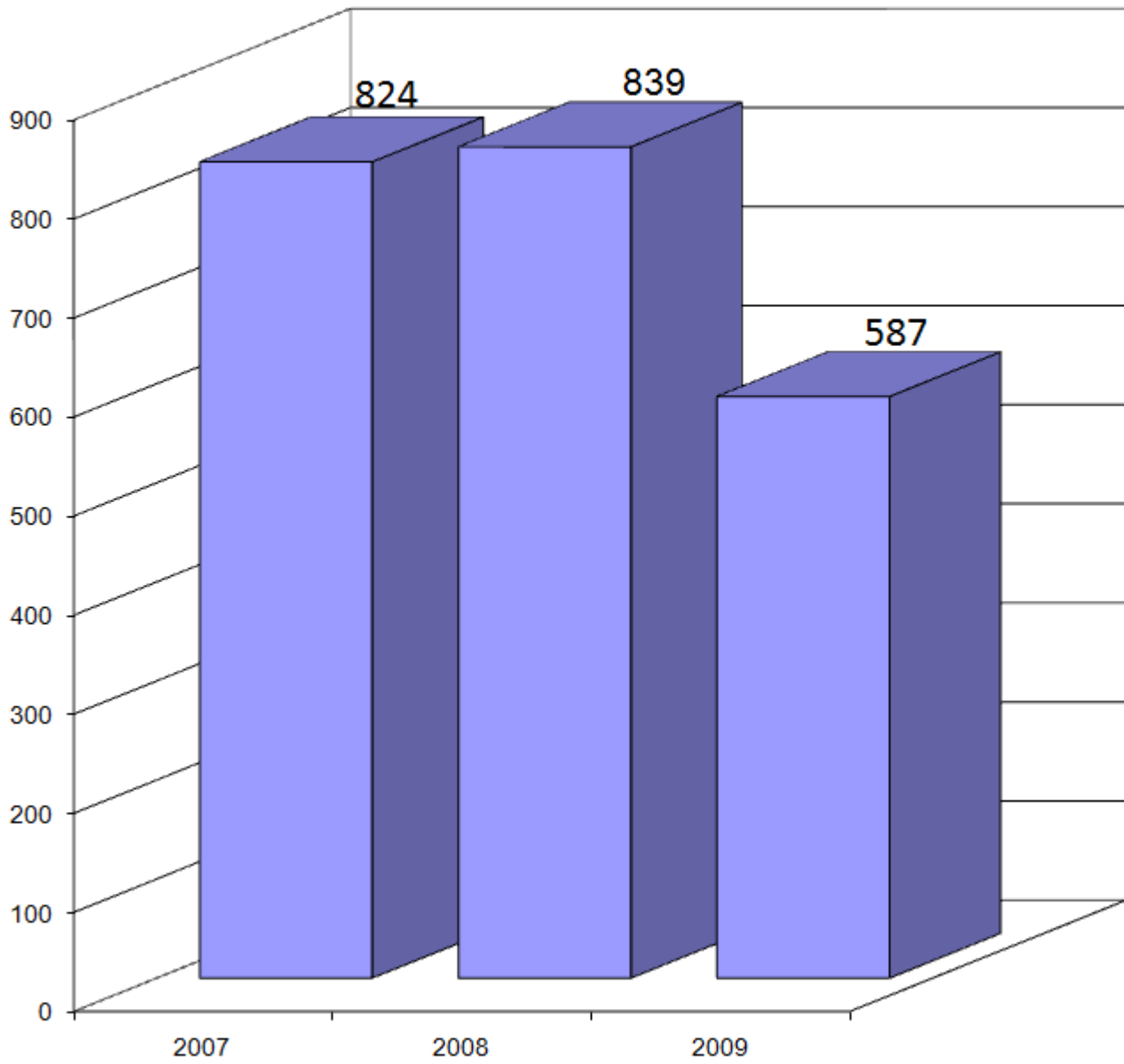
Energy West Montana 2009 Complaints 14 Total



Water Utilities 2009 Complaints 1 Total

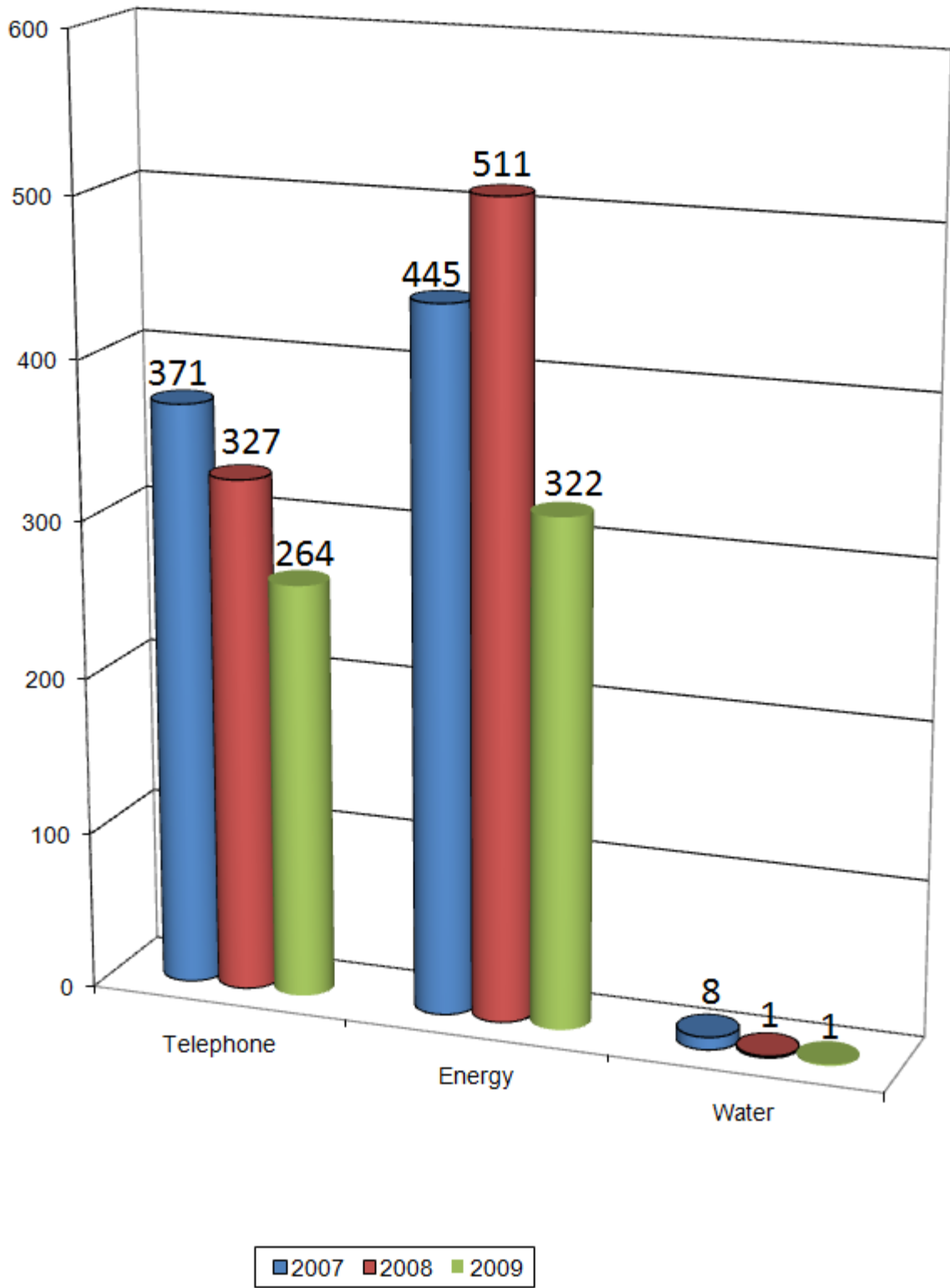


PSC Complaints 2007 - 2008 - 2009



■ YEAR

PSC complaints 2007 - 2008 - 2009 by service type



Incoming 800 Calls 2007 - 2008 - 2009

